

CAREER GUIDE FOR WAREHOUSE WORKER

SOC Code: 53-7062.03

Pay Band(s): 1,2,3,4 and 5 ([Salary Structure](#))

Standard Occupational Description: Load, unload and move materials at plant, yard, or other work site.

Warehouse Worker positions in the Commonwealth are assigned to the following Roles in the [Stores and Warehousing Operations Career Group](#):

[Stores and Warehouse Specialist I](#)

[Stores and Warehouse Specialist II](#)

[Stores and Warehouse Specialist III](#)

[Warehouse Manager I](#)

[Warehouse Manager II](#)

While Warehouse Worker within the Commonwealth are all located within the Store and Warehousing Operations Career Group, individuals may want to pursue other opportunities within the Commonwealth depending upon individual training, education, knowledge, skills, abilities, and interests.

Other Career Group(s) that may be of interest are:

[Transportation Operations](#)

[Retail Operations](#)

[Building Trades](#)

[Administrative and Office Support](#)

SKILLS, KNOWLEDGE, ABILITIES AND TASKS

(Technical and Functional Expertise)

Skills

Note: The technical and functional skills listed below are based on general occupational qualifications for Warehouse Workers commonly recognized by most employers. Typically, you will not be required to have all of the skills listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

1. Determining the kind of tools and equipment needed to do a job.
2. Installing equipment, machines, wiring, or programs to meet specifications.
3. Understanding written sentences and paragraphs in work related documents

Knowledge

Note: The technical and functional knowledge statements listed below are based on general occupational qualifications for Warehouse Workers commonly recognized by most employers. Typically, you will not be required to have all of the knowledge listed to be a successful performer. Recruitment and selection standards for an individual

state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

The **Knowledge** of:

Raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Abilities

Note: The technical and functional abilities listed below are based on general occupational qualifications for Warehouse Workers commonly recognized by most employers. Typically, you will not be required to have all of the abilities listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

The **Ability** to:

1. Exert maximum muscle force to lift, push, pull, or carry objects.
2. Bend, stretch, twist, or reach with your body, arms, and/or legs.
3. Listen to and understand information and ideas presented through spoken words and sentences.
4. Read and understand information and ideas presented in writing.
5. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, and mathematical operations).
6. Quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
7. Use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.

Tasks

Note: The following is a list of sample tasks typically performed by Warehouse Workers. Employees in this occupation will not necessarily perform all of the tasks listed.

1. Loads and unloads materials to and from designated storage areas, such as racks and shelves, or vehicles, such as trucks.
2. Stacks or piles materials, such as lumber, boards, or pallets.
3. Bundles and bands material, such as fodder and tobacco leaves, using banding machines.
4. Sorts and stores items according to specifications.
5. Assembles product containers and crates, using hand tools and pre-cut lumber.
6. Adjusts or replaces equipment parts, such as rollers, belts, plugs and caps, using hand tools.
7. Records number of units handled and moved, using daily production sheet or work tickets.
8. Attaches identifying tags or marks information on containers.
9. Cleans work area, using brooms, rags, and cleaning compounds.
10. Installs protective devices, such as bracing, padding or strapping, to prevent shifting or damage to items being transported.
11. Inventories materials, which may require using UPC bar code RF scanner.

INTERESTED?

Like people, occupations have traits or characteristics. These characteristics give important clues about the nature of the work and work environment, and give you an opportunity to match your own personal interests to a specific occupation. When you choose a job in an occupation that matches your own interests you have taken an important step in planning a successful and rewarding career.

The Warehouse Worker occupation has **Realistic** characteristics.

Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

Generally this is not required for Warehouse Worker positions in state government.

Certification may be required of those operating specific warehouse equipment such as a forklift. For example, Warehouse Specialists at the Virginia Department of Alcoholic Beverage Control (ABC) are required to pass the certification test for operation of the pallet jack and fork lift truck.

EDUCATIONAL, TRAINING, AND LEARNING OPPORTUNITIES

The Department of Labor provided the following information:

Material moving workers are categorized into two groups—operators and laborers. Operators use machinery to move materials. Generally, they move materials over short distances—around a construction site, factory, or warehouse. Some move materials onto or off of trucks and ships. Operators control equipment by moving levers or foot pedals, operating switches, or turning dials. They may also set up and inspect equipment, make adjustments, and perform minor repairs when needed.

Laborers and hand material movers manually handle freight, stock, or other materials; clean vehicles, machinery, and other equipment; feed materials into or remove materials from machines or equipment; and pack or package products and materials.

Industrial truck and tractor operators drive and control industrial trucks or tractors equipped to move materials around a warehouse, storage yard, factory, or construction site. A typical industrial truck, often called a forklift or lift truck, has a hydraulic lifting mechanism and forks. Industrial truck and tractor operators also may operate tractors that pull trailers loaded with materials, goods, or equipment within factories and warehouses, or around outdoor storage areas.

Most warehouse jobs require little work experience or specific training. Some employers prefer applicants with a high school diploma, but most simply require workers to be at least 18 years

old and physically able to perform the work. For those jobs requiring physical exertion, employers may require that applicants pass a physical exam. Some employers also require drug testing or background checks before employment. These workers often are younger than workers in other occupations—reflecting the limited training but significant physical requirements of many of these jobs.

Warehouse Workers generally learn skills informally, on the job, from more experienced workers or supervisors. However, workers who use industrial trucks, other dangerous equipment, or handle toxic chemicals must receive specialized training in safety awareness and procedures. Many of the training requirements are standardized through the U.S. Occupational Safety and Health Administration (OSHA). This training usually is provided by the employer. Employers must also certify that each operator has received the training and evaluate each operator at least once every three years.

Information on safety and training requirements is available from: U.S. Department of Labor, Occupational Safety and Health Administration (OSHA) <http://www.osha.gov/>

The Commonwealth of Virginia prefers warehouse workers to have a high school education, but does not require it. Agencies, as the ABC, may have monies budgeted for the training of employees in warehouse related training or to help an employee obtain a GED.

Agencies provide their own on-the job- training. Examples of training provided by the ABC includes training on the operation of the pallet jack and forklift truck and then test certification. Warehouse workers are trained how to operate warehouse equipment and any new equipment. Employees are trained on bar code scanning. Safety training to promote safe work practices is also provided.

The Commonwealth of Virginia has several large warehouses. Agencies with large warehouses are ABC, Virginia Department of Transportation, Department of General Services, and several universities.

The usual career path for ABC warehouse specialists is to start in the summer/after school program become wage employees and then classified warehouse workers and to supervisor/manager. More information on career opportunities at the ABC is provided at <http://www.abc.state.va.us>.

COMMONWEALTH COMPETENCIES

Competencies are a set of identified behaviors, knowledge, skills, and abilities that directly and positively impact the success of employees and the organization. Competencies can be observed and measured. When consistently demonstrated, competencies make employees particularly effective in their work. Competencies help lay out a road map to career success. You can use the Commonwealth Competencies to help improve your individual performance by adopting behaviors that make high performing employees successful in their jobs. In this way, you can use the Commonwealth Competencies for your further professional development.

The Commonwealth Competencies are:

1. Technical and Functional Expertise
2. Understanding the Business

3. Achieving Results
4. Serving the Customer
5. Teamwork
6. Interpersonal and Communication Skills
7. Leadership and Personal Effectiveness

The above competencies may be applied to employees throughout the Commonwealth of Virginia. They can be rank-ordered by agencies and hiring managers to represent the needs of a specific job. The rank ordering will change depending upon the occupation, an organization's priorities, the actual job requirements, and the supervisor's preferences.

Career success is both about what you do (applying your technical knowledge, skills, and ability) and how you do it (the consistent behaviors you demonstrate and choose to use) while interacting and communicating with others. Hopefully, by studying the Commonwealth competencies, identifying your developmental opportunities, and working to refine your own competence, you can take charge of your career!

For additional information about the **Commonwealth Competencies** go to: http://jobs.state.va.us/cc_planningctr.htm. For the competencies, we first list the competencies and then define each. Finally, we list competency indicators; to describe what successful performance looks like.

COMMONWEALTH CAREER PATH

Career opportunities in the Commonwealth are not limited to moving “up” to the next highest role and pay band, changing positions, or to becoming a supervisor. That’s because most roles describe a broad group of occupationally related positions that perform a range of work that requires increased knowledge and skills. For that reason, Commonwealth roles describe the career paths within the same or higher-level role for the same or different Career Group. The broad salary range and the Commonwealth’s pay practices provide flexibility in recognizing career development and advancement. ([Salary Structure](#))

For example: **Warehouse Worker**

| PAY BAND | PRACTITIONER ROLES |
|----------|----------------------------------|
| 1 | Store & Warehouse Specialist I |
| | |
| 2 | Store & Warehouse Specialist II |
| 3 | Store & Warehouse Specialist III |
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| PAY BAND | MANAGER ROLES |
|----------|----------------------|
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| | |
| 4 | Warehouse Manager I |
| 5 | Warehouse Manager II |
| | |

Sample Career Path

Store and Warehouse Specialist I

The Store and Warehouse Specialist I role provides career tracks for helpers or storekeeper assistants performing entry level to journey level duties in a state agency or institutional warehouse or storeroom. Employees assist others in receiving, storing and issuing materials, equipment and supplies; perform manual labor; deliver materials, equipment and supplies to designated locations.

Store and Warehouse Specialist II

The Store and Warehouse Specialist II role provides career tracks for storekeepers or warehouse specialists performing entry level to advanced level range of warehouse functions. Responsibilities include receiving, shipping, issuing, selecting, inventorying, ordering, and storing supplies, merchandise and equipment in an agency warehouse or storeroom. May serve as a lead worker.

Store and Warehouse Specialist III

The Store and Warehouse Specialist III role provides career tracks for storekeepers or warehouse specialists who perform expert level warehouse responsibilities or supervision of other store or warehouse workers. Employees serving as experts may be responsible for quality checks, reports, inventory control, resolving shipping, receiving, and distribution issues, or training others on use of specific equipment.

Warehouse Manager I

The Warehouse Manager I role provides career tracks for managers of several operations within a warehouse that receives, stocks, selects and ships items throughout the state to those managing a specific warehouse.

Warehouse Manager II

The Warehouse Manager II role provides career tracks for managers of a statewide central warehouse that range from assistant managers to manager of the central warehouse. Employees manage a large and diverse staff, multiple distribution points, high dollar merchandise, and a wide range of customers that may include all state agencies, institutions, and political subdivisions and/or the general public.

ADDITIONAL OCCUPATIONAL INFORMATION CAN BE FOUND AT:

O*NET (Occupational Information Network)

http://online.onetcenter.org/gen_search_page

Virginia Employment Commission

<http://www.alex.vec.state.va.us/>

Career One Stop

<http://www.careeronestop.org/>

Virginia Career Resource Network <http://www.vacrn.net/>