

Table 4: Warehousing & Distribution Center Services Pathway

| Occupation Title | Occupation Description | Occupation-Specific Knowledge & Skills | Education/ Training Requirements |
|---|---|---|--|
| Storage and Distribution Manager/Warehouse Manager | Plan, direct, and coordinate the storage and distribution operations within an organization | <ul style="list-style-type: none"> • Knowledge of principles and methods for receiving, storing, labeling, handling, and shipping goods • Knowledge of ERP, logistics planning, supply chain, and navigational software • Knowledge of best practices for customer service and quality • Knowledge and application experience with leadership, human resource management, resource allocation, corporate policies, and strategic planning • Knowledge of demand forecasting and warehouse performance indicators analysis • Knowledge of warehouse management systems, barcoding technology, & RFID technology • Knowledge of facility safety regulations, reporting procedures, and training • Knowledge of warehousing/ distribution industry organizations and other benchmarking organizations <p>Key skills include strategic planning, organization, communication, decision making, problem solving, negotiation, and leadership</p> | On-the-job training and vocational/ business school training required for most; or associate's degree (some require bachelor's degree) |
| First-Line Supervisor, Shipping & Receiving/ Warehouse Operations | Coordinate all the shipping/receiving activities and supervise the facility personnel involved with orders and customer service | <ul style="list-style-type: none"> • Knowledge of principles and methods for receiving, storing, labeling, handling, and shipping goods • Knowledge of best practices for customer service and quality • Knowledge of human resources practices, including recruitment, training, compensation & benefits, personnel information systems, and corporate administrative policies • Knowledge of warehouse management systems, barcoding technology, & RFID technology • Knowledge of facility safety regulations, reporting procedures, and training <p>Key skills include leadership, delegating, communication, problem solving, decision making, time management, conflict management, team building, and negotiation</p> | Previous work experience required, with vocational/business training preferred; some may require associate's degree |

(Table 4, continued)

| Occupation Title | Occupation Description | Occupation-Specific Knowledge & Skills | Education/ Training Requirements |
|---|---|--|---|
| Purchasing Clerk/Buyer | Create purchase orders to procure the equipment, products, and services necessary for the operation of the warehouse | <ul style="list-style-type: none">• Knowledge of principles and methods for receiving, storing, labeling, handling, and shipping goods• Knowledge of best practices for customer service and quality• Knowledge of warehouse management system software, specifically regarding inventory control, cost/pricing analysis, reporting, and scheduling• Knowledge of negotiation techniques and strategies• Knowledge of administrative & clerical processes, including document management, spreadsheets, and database reporting <p>Key enhanced skills include communication, decision making, problem solving, negotiation, time management, stress management, and computer</p> | On-the-job training, 1-2 years preferred, with some previous work experience; some prefer vocational/business school training or related coursework; may require associate's degree |
| Inventory Control/ Shipping & Receiving Clerk | Verify incoming shipments, process outgoing shipments, and accurately record all data regarding the goods while in the warehouse. Confirm records with customer | <ul style="list-style-type: none">• Knowledge of principles and methods for receiving, storing, labeling, handling, and shipping goods• Knowledge of best practices for customer service and quality• Knowledge of corporate procedures and appropriate warehouse management software for creating shipping and distribution documentation• Knowledge of administrative and clerical procedures, including document management, spreadsheet analysis, and database reporting <p>Key skills include communication, time management, data gathering & reporting, writing, and computer</p> | On the job training; some previous work experience may be helpful, but generally not required |

(Table 4, continued)

| Occupation Title | Occupation Description | Occupation-Specific Knowledge & Skills | Education/ Training Requirements |
|--|---|---|---|
| Customer Service Representative/ Order Clerk | Prepare customer contracts, receive and process incoming orders, and handle customer concerns | <ul style="list-style-type: none">• Knowledge of principles and methods for receiving, storing, labeling, handling, and shipping goods• Knowledge of best practices for customer service and quality• Knowledge of warehouse management system software, specifically regarding order forms, invoices, shipping documents, and contracts• Knowledge of sales and marketing tactics involved in selling/promoting warehousing services• Knowledge of administrative & clerical processes, including document management, spreadsheets, and database reporting <p>Key skills include communication, decision making, problem solving, time management, stress management, and computer</p> | On-the-job training, 1-2 years preferred, with some previous work experience; some prefer vocational/business school training or related coursework; may require associate's degree |
| First-Line Supervisor, Warehouse Vehicle Operators and Warehouse Workers | Supervise and coordinate the activities and work assignments of warehouse vehicle operators and warehouse workers | <ul style="list-style-type: none">• Knowledge of principles and methods for receiving, storing, labeling, handling, and shipping goods• Knowledge of best practices for customer service and quality• Knowledge of human resources practices, including recruitment, training, compensation & benefits, personnel information systems, and corporate administrative policies• Knowledge of facility safety regulations, reporting procedures, and training• Knowledge of human behavior as it relates to motivation, persuasion, and learning assessment strategies <p>Key skills include communication, delegating, organization, time management, personnel management, persuasion, motivation, team building, problem solving, decision making, and active listening</p> | Previous work experience required, with vocational school training preferred as well; some may require an associate's degree |

(Table 4, continued)

| Occupation Title | Occupation Description | Occupation-Specific Knowledge & Skills | Education/ Training Requirements |
|--|---|---|--|
| Forklift Operator/ Truck Driver/ Yard Jockey | Operate industrial equipment and drive vehicles equipped to transport or move materials and goods around a warehouse, between facilities, or to a local site | <ul style="list-style-type: none">• Knowledge of principles and methods for moving, receiving, storing, labeling, handling, and shipping goods• Knowledge of equipment and vehicle controls, appropriate lifting machines and attachments, and wrapping and packaging equipment• Knowledge of routine equipment and vehicle maintenance• Knowledge of warehouse management system software, specifically regarding input of shipping/receiving data entry into hand-held or vehicle-equipped computers• Knowledge of facility and driving safety laws and regulations <p>Key skills include equipment control & maintenance, equipment selection, critical thinking, time management, attention to detail, and computer</p> | Some previous work experience is helpful, but generally not required; forklift operator certification required (provided by employers), and some drivers require CDL |
| Warehouse Associate/Warehouse Clerk | Receive, load/unload, and move materials around a warehouse to appropriate storage locations. Assemble product containers, pallets, or crates and compile stock and inventory records | <ul style="list-style-type: none">• Knowledge of principles and methods for moving, receiving, storing, labeling, handling, and shipping goods• Knowledge of best practices for facility and personal safety• Knowledge of administrative processes and procedures for taking physical and computerized stock counts, and recording shortages, damage, or defective products• Knowledge of marking, tagging, and labeling stock items <p>Key skills include data recording, communication, active listening, and time management</p> | No previous work experience or education is required |

(Table 4, continued)

| Occupation Title | Occupation Description | Occupation-Specific Knowledge & Skills | Education/ Training Requirements |
|-------------------------|--|--|--|
| Packer/Packager | Pack and/or re-package products (by hand) as detailed by customer requirements | <ul style="list-style-type: none">• Knowledge of principles and methods for moving, receiving, storing, labeling, handling, and shipping goods• Knowledge of best practices for facility and personal safety• Knowledge of administrative processes and procedures for recording product information on appropriate forms and containers• Knowledge of marking, tagging, weighing, and labeling stock items <p>Key skills include data recording, active listening, coordination, and time management</p> | No previous work experience or education is required |