

SUPPLY WAREHOUSING

Broad Occupational Category - 05

DUTIES AND RESPONSIBILITIES

- *Inspect quality of incoming inventory; report or return damaged goods.*
- *Receive, open, and unpack shipments of materials, supplies, and merchandise.*
- *Rotate stock according to procedures to prevent expiration or obsolescence.*
- *Organize storage areas for efficient use of space.*
- *Package and deliver items to customers or internal users.*
- *Maintain perpetual inventory records (raw materials, finished products, and surplus property).*
- *Fill requisitions and prepare items for shipment to customers or internal units.*
- *Conduct periodic inventory audits to ensure compliance with policies.*
- *Procure supplies, materials, and surplus property through contracts, bids, or auctions.*
- *Handle customer inquiries, grievances, and special orders.*
- *Prepare, update, and maintain inventory control systems and locator systems.*
- *Develop stock lists, minimum/maximum levels, and re-order points.*
- *Maintain records for all inventory transactions including receipts, issuance, and transfers.*
- *Operate and maintain warehouse handling equipment (forklifts, pallet jacks, hand trucks).*
- *Perform housekeeping and maintenance of storage/warehouse areas.*

NEBRASKA

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COMPETENCIES

- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Managing and Measuring Work** - Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Decision Quality** - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Peer Relationships** - Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

- **Planning** - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Drive For Results** -Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn’t upset when things are up in the air; doesn’t have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Organizational Agility** - Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.
- **Strategic Agility** - Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can articulately paint credible pictures and visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans.

SMART Goal Prompting Questions

Inspect quality of incoming inventory; report or return damaged goods

- What actions could you take to improve the consistency and accuracy of inspecting incoming inventory for damage, defects, or quality issues?
- How will you measure success, such as fewer damaged items entering inventory, faster identification of discrepancies, or improved documentation?
- What inspection checklists, receiving procedures, or documentation tools could strengthen quality control?
- How does effective receiving inspection protect inventory value, reduce waste, and ensure customers receive usable materials?
- By what date or receiving cycle will you aim to improve your inventory inspection practices?

Receive, open, and unpack shipments of materials, supplies, and merchandise

- What steps could you take to improve the efficiency and accuracy of receiving and processing incoming shipments?
- How will you measure success, such as reduced receiving times, fewer discrepancies, or more timely availability of inventory?
- What receiving procedures, tracking tools, or workflow improvements could strengthen the process?
- How does efficient receiving support accurate inventory levels and timely service to internal customers?
- By what date or receiving cycle will you aim to improve shipment processing?

Rotate stock according to procedures to prevent expiration or obsolescence

- What strategies could you use to improve stock rotation and reduce expired, obsolete, or unusable inventory?
- How will you measure success, such as reduced inventory losses, fewer expired items, or improved compliance with rotation procedures?
- What labeling systems, inventory reports, inspection schedules, or first-in/first-out practices could strengthen stock rotation?
- How does effective stock rotation protect public resources and ensure usable materials remain available?
- By what date or inventory cycle will you aim to improve stock rotation practices?

Organize storage areas for efficient use of space

- What actions could you take to improve the organization, accessibility, and space utilization of warehouse storage areas?

- How will you measure success, such as increased storage capacity, reduced retrieval times, or fewer misplaced items?
- What layout changes, labeling systems, locator tools, or storage practices could improve efficiency?
- How does effective warehouse organization improve productivity, safety, and customer service?
- By what date or warehouse reorganization cycle will you aim to improve storage efficiency?

Package and deliver items to customers or internal users

- What steps could you take to improve the accuracy, timeliness, and efficiency of packaging and delivering materials?
- How will you measure success, such as fewer delivery errors, reduced turnaround times, or improved customer satisfaction?
- What picking, packaging, labeling, routing, or delivery procedures could strengthen the process?
- How does reliable delivery support agency operations and the needs of internal customers?
- By what date or delivery cycle will you aim to improve fulfillment and delivery practices?

Maintain perpetual inventory records

- What actions could you take to improve the accuracy and timeliness of perpetual inventory records?
- How will you measure success, such as improved inventory accuracy, fewer discrepancies, or reduced time spent reconciling records?
- What inventory-management systems, scanning tools, reconciliation procedures, or quality checks could strengthen inventory control?
- How do accurate inventory records support purchasing, budgeting, accountability, and efficient warehouse operations?
- By what date or inventory cycle will you aim to improve inventory record accuracy?

Fill requisitions and prepare items for shipment to customers or internal units

- What strategies could you use to improve the accuracy and timeliness of filling requisitions and preparing shipments?
- How will you measure success, such as fewer picking errors, faster fulfillment, or fewer returned or corrected orders?
- What picking lists, barcode systems, verification procedures, or workflow improvements could strengthen order fulfillment?

- How does accurate requisition fulfillment support agency operations and customer service?
- By what date or fulfillment cycle will you aim to improve the requisition process?

Conduct periodic inventory audits to ensure compliance with policies

- What actions could you take to improve the effectiveness and consistency of inventory audits?
- How will you measure success, such as fewer discrepancies, improved audit results, or faster resolution of identified issues?
- What audit schedules, sampling methods, reconciliation procedures, or documentation tools could strengthen inventory audits?
- How do accurate inventory audits support accountability, compliance, and responsible stewardship of public resources?
- By what date or audit cycle will you aim to improve inventory auditing practices?

Procure supplies, materials, and surplus property through contracts, bids, or auctions

- What steps could you take to improve the efficiency, compliance, and value of procuring supplies, materials, and surplus property?
- How will you measure success, such as reduced procurement costs, improved purchasing timelines, or fewer compliance issues?
- What procurement resources, market research, bid processes, or documentation practices could strengthen purchasing decisions?
- How does effective procurement support cost control, transparency, and responsible use of public funds?
- By what date or procurement cycle will you aim to improve purchasing practices?

Handle customer inquiries, grievances, and special orders

- What actions could you take to improve your response to customer questions, complaints, special orders, and unusual requests?
- How will you measure success, such as faster response times, improved customer satisfaction, or fewer unresolved issues?
- What communication procedures, tracking tools, service standards, or escalation processes could strengthen customer service?
- How does effective customer service support productive relationships with internal and external customers?
- By what date or service cycle will you aim to improve customer service practices?

Prepare, update, and maintain inventory control systems and locator systems

- What strategies could you use to improve the accuracy and usefulness of inventory control and locator systems?
- How will you measure success, such as faster item retrieval, fewer misplaced items, or improved inventory accuracy?
- What database updates, barcode systems, labeling standards, or locator procedures could strengthen inventory management?
- How do reliable inventory and locator systems improve warehouse efficiency and accountability?
- By what date or system-review cycle will you aim to improve inventory control practices?

Develop stock lists, minimum/maximum levels, and re-order points

- What actions could you take to improve the accuracy of stock lists, minimum/maximum levels, and reorder points?
- How will you measure success, such as fewer stockouts, reduced excess inventory, or improved purchasing efficiency?
- What historical usage data, demand analysis, inventory reports, or forecasting methods could strengthen stocking decisions?
- How does effective inventory planning ensure materials are available when needed while minimizing unnecessary costs?
- By what date or inventory planning cycle will you aim to improve stock-level management?

Maintain records for all inventory transactions including receipts, issuance, and transfers

- What steps could you take to improve the accuracy, completeness, and timeliness of inventory transaction records?
- How will you measure success, such as fewer transaction discrepancies, improved audit results, or faster reconciliation?
- What tracking systems, standardized procedures, or verification processes could strengthen transaction documentation?
- How do accurate transaction records support inventory accountability, financial controls, and operational decision-making?
- By what date or reporting cycle will you aim to improve transaction recordkeeping?

Operate and maintain warehouse handling equipment

- What actions could you take to improve the safe and effective operation and maintenance of forklifts, pallet jacks, hand trucks, and other warehouse equipment?

- How will you measure success, such as fewer equipment-related incidents, reduced downtime, or improved completion of required inspections and maintenance?
- What operator training, inspection checklists, preventive maintenance schedules, or safety procedures could strengthen equipment management?
- How does properly maintained equipment support employee safety, productivity, and reliable warehouse operations?
- By what date or maintenance cycle will you aim to improve equipment safety and maintenance practices?

Perform housekeeping and maintenance of storage/warehouse areas

- What strategies could you use to improve cleanliness, organization, safety, and general maintenance of warehouse areas?
- How will you measure success, such as fewer safety hazards, improved inspection results, or reduced housekeeping deficiencies?
- What cleaning schedules, inspection checklists, organization standards, or preventive maintenance practices could strengthen warehouse conditions?
- How does a clean and well-maintained warehouse support employee safety, inventory protection, and operational efficiency?
- By what date or inspection cycle will you aim to improve warehouse housekeeping and maintenance?