



Canadian  
Supply Chain  
Sector Council

Conseil canadien  
sectoriel de la chaîne  
d'approvisionnement

## OCCUPATIONAL STANDARD

(For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)

<b>Position:</b>	<b>ORDER PICKER/SELECTOR</b>
<b>Description of Position (As defined by the CSCSC Stakeholder Community)</b>	<i>Order Picker&gt;Selectors fill and pack orders from stored products in accordance with specifications on sales slips or order forms.</i>
<b>Position Development</b>	With experience, through the acquisition of new skill sets, and enrollment in specialized training, an Order Picker/Selector may advance to progressively more responsible positions including supervisory and management roles.
<b>Required Qualifications:</b>	<b>(Education, Training, Related Work Experience)</b>
<b>Education</b>	These occupations usually require some educational exposure to basic mathematics and English. A high school diploma would be considered an asset, however is not mandatory to succeed as an Order Picker/Selector.
<b>Training</b>	Employees in these occupations need anywhere from a few weeks to one year of working with experienced employees.
<b>Related Work Experience</b>	Previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not required.
<b>Tasks:</b>	
<b>Order Picker&gt;Selectors perform some or all of the following tasks</b>	<ul style="list-style-type: none"> <li>• Perform general physical activities in order to load, unload, sort and move products and materials by hand or using basic material handling equipment</li> <li>• Perform tasks in multi-temperature environments</li> <li>• Read work orders or receive oral instructions for work assignments</li> <li>• Read orders to ascertain catalog numbers, sizes, colors, and quantities of merchandise</li> <li>• Fill orders from warehouse stock, complete order receipts, and assemble orders in shipping containers</li> <li>• Use barcode scanning equipment to maintain computerized stock inventory</li> </ul>

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	<ul style="list-style-type: none"> <li>• Wrap and secure loads prior to transport</li> <li>• Transport filled orders to staging area or shipping department</li> <li>• Unpack received products and count, weigh or sort items</li> <li>• Stock shelves and keep stock clean and in order</li> <li>• Mark and/or tag containers with identifying information</li> <li>• Operate, navigate, or drive mechanized material handling equipment</li> <li>• Communicate problems with material handling equipment, structures, or materials</li> <li>• Complete daily production sheets or work tickets</li> <li>• Perform general cleaning duties</li> <li>• Provide on the job training to new/junior staff</li> <li>• Provide information for the completion of incident reports in relation to health and safety issues or material spills</li> <li>• Exchange information in person, in writing, by telephone, or e-mail</li> </ul>
<b>Tools and Technology:</b>	
	<ul style="list-style-type: none"> <li>• Computer Hardware and Associated Software (e.g. data entry, inventory tracking, electronic mail, word processing, spreadsheet)</li> <li>• Communication Devices (e.g. voice pick systems)</li> <li>• Scanning Equipment (e.g. bar code scanning equipment)</li> <li>• Packaging Tools (e.g. staplers, tape guns, strapping machines, hammers)</li> <li>• Measurement Tools (e.g. scale, measuring tape)</li> <li>• Material Handling Equipment (e.g. dollies, forklifts, hand trucks, jacks, pallet trucks, wrapping machinery)</li> </ul>
<b>Required Competencies:</b>	<b>(Knowledge, Skills, Personal Attributes)</b>
<b>Knowledge</b>	An Order Picker/Selector should have knowledge of health and safety procedures, standards and regulations, customer service, basic mathematics, English language, and other languages as required.
<b>Skills</b>	An Order Picker/Selector should have the following skill sets: reading comprehension, active listening, mathematics, quality control analysis, coordination and time management.
<b>Personal Attributes</b>	<b>(Abilities, Work Values, Work Styles)</b>
<b>Abilities</b>	The following abilities are important to the role of Order Picker/Selector: written comprehension, information ordering, oral expression, oral comprehension, strength, coordination, manual dexterity, and arm-hand steadiness.

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<b>Work Values</b>	Individuals who will succeed in this position will value providing service to others, working with co-workers in a friendly environment, with supportive management, and safe working conditions.
<b>Work Styles</b>	The following work styles are attributable to an Order Picker/Selector: self control, stress tolerance, cooperation, integrity, independence, attention to detail, accuracy, dependability, persistence, social orientation, and adaptability/flexibility.
<b>Essential Skills Profile:</b>	Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. For more detailed essential skills profiles please refer to the ESDC website: <a href="http://www.esdc.gc.ca/eng/jobs/les/index.shtml">http://www.esdc.gc.ca/eng/jobs/les/index.shtml</a>
<b>Reading Text</b>	<ul style="list-style-type: none"> <li>Frequently read order specifications, procedures, policies, applicable standard and regulations, material data safety sheets, labels, signs, product code lists, shipping forms, invoices, packing slips, bills of lading, computerized inventories, special orders, supervisor instructions</li> </ul>
<b>Document Use</b>	<ul style="list-style-type: none"> <li>Utilize, complete and/or read product labels, shelving labels, warning and direction signs, inventory sheets, invoices, order forms, shipping forms, packing slips, bills of lading, work schedules, etcetera</li> <li>Enter information on tables, schedules or other table-like text</li> </ul>
<b>Writing Skills</b>	<ul style="list-style-type: none"> <li>Write notes to supervisors and co-workers</li> <li>Write detailed records of out-going orders</li> <li>Complete activity logs to record tasks completed during the shift</li> <li>Complete forms to record reasons for not completing an order, noting conditions which need to be met for order completion</li> </ul>
<b>Numeracy</b>	<ul style="list-style-type: none"> <li>Apply money math</li> <li>Apply scheduling, budgeting and accounting math</li> <li>Apply measurement and calculation math</li> <li>Utilize numerical estimation</li> </ul>
<b>Oral Communication</b>	<ul style="list-style-type: none"> <li>Interact with supervisors to get direction and to problem solve</li> <li>Interact with co-workers to co-ordinate tasks</li> <li>Speak with customers to obtain more detailed order specifications</li> <li>Participate in monthly staff meetings</li> </ul>
<b>Thinking Skills</b>	<b>(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)</b>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>May be unable to find products required for an order - check bar codes, shelf labels and inventory lists when locating products</li> <li>May find creative solutions to spatial challenges when picking and</li> </ul>

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	<p>moving materials</p> <ul style="list-style-type: none"> <li>• May find creative solutions to address order backlogs</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Decide how much time is needed to complete an order</li> <li>• Participate in decision making on units required to fill an order</li> <li>• Participate in decision making on the priority and placement in which orders will be filled</li> <li>• Participate in decision making on whether to delay an order based on stock availability or send out an incomplete order</li> </ul>
<b>Job Task Planning and Organizing</b>	<p>Order Picker/Selectors receive assignments from supervisors at the beginning of each shift and plan how best to sequence tasks to meet deadlines. Order Picker/Selectors in some companies utilize voice pick technology and the sequence of orders is predetermined for them by the system. Adjustments may be made if urgent orders arrive. Workflow is determined overall by the volume of orders to be filled.</p>
<b>Significant Use of Memory</b>	<ul style="list-style-type: none"> <li>• Remember where products can be found on warehouse shelves and bins and rough estimates of available stock</li> <li>• Remember stock numbers for commonly stocked items</li> <li>• Remember for a short period of time what items were sent out, in order to respond to queries from supervisors</li> </ul>
<b>Finding Information</b>	<ul style="list-style-type: none"> <li>• Refer to order slips for product specifications</li> <li>• Use inventory tracking software to determine where requested products are stored and if a sufficient quantity is available</li> <li>• Use catalogues, product lists and computer databases to located information on products, such as stock numbers</li> <li>• Consult co-workers and supervisors to find out when new shipments of product and new products will be available for orders</li> </ul>
<b>Working with Others</b>	<p>Order Picker/Selectors mainly work independently. They co-ordinate some activities with co-workers, supervisors or managers. Partnering is important in picking materials when materials are heavy, when trying to select an order quickly, or when other order picking/selecting health and safety considerations demand it.</p>
<b>Continuous Learning</b>	<p>Workers in Order Picker/Selector occupations learn on-the-job from co-workers. They may also participate in training programs to learn about procedures and products. Annual health and safety training may be required and is strongly recommended for the reduction in the numbers of workplace injuries.</p>
<b>Additional Information</b>	<b>(Physical Aspects, Attitudes)</b>
<b>Physical Aspects</b>	<p>Order Picker/Selectors may need to adapt to multi-temperature work environments. Order Picker/Selectors stand and walk to carry out their tasks. They may also bend, stoop, kneel and crouch to lift, move and</p>

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	stack products required for an order.
<b>Attitudes</b>	Order Picker>Selectors should be well organized, have a positive attitude, and be oriented to customer service. They should be patient and able to do repetitive work without getting bored. In addition, they need to be able to work under pressure in order to meet strict deadlines. It is very important for them to be detail oriented and highly accurate in performing job tasks.
<b>Future Trends Affecting Essential Skills:</b>	Increasing computerization may mean that more Order Picker>Selectors will require computer skills in order to work with voice pick technologies, computerized forms and invoices, and to use bar-coding.

<b>Government of Canada Defined - Related NOC Code &amp; Description</b>	<b>6622 - Store Shelf Stockers Clerks and Order Fillers</b> Grocery clerks and store shelf stockers pack customers' purchases, price items, stock shelves with merchandise and fill mail and telephone orders. They are employed in retail establishments, such as grocery, hardware and department stores, and in warehouses.
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<b>Document Management:</b>				
Activity #	Activity Type*	Replaces	New Version Name	Responsible Individual
1	Document Created	Not Applicable	January 16, 2009	C. Sellar (CSA)
2	Document Modified	Jan 16, 2009	February 4, 2009	C. Sellar (CSA)
3	Document Modified	Feb 4, 2009	February 27, 2009	C. Sellar (CSA)
4	Document Modified	Feb 27, 2009	June 29, 2009	C. Sellar (CSA)
5	Document Finalized	June 29, 2009	July 29, 2009	C. Sellar (CSA)
6	Document Modified	July 29, 2009	June 20, 2014	I. Vasileski (CSA)
7	Document Modified	June 20, 2014	Aug 3, 2017	S. Keenan/P. Campbell (CSCSC)

**\*Activity Types:**

- ✓ Document Created
- ✓ Document Modified (Minor Corrections & Editorial Changes)
- ✓ Document Updated (Complete Review)
- ✓ Document Finalized
- ✓ Document Retired

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