



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.)

Position:	STORE KEEPER AND PARTS CLERK
Description of Position (As defined by the CSCSC Stakeholder Community)	Storekeepers and Parts Clerks sort, store and issue parts and supplies and may use a variety of material handling equipment (equipment that does not require personnel certification in order to operate). They are employed by a variety of manufacturing companies, business establishments and warehouses.
Position Development	With experience, through the acquisition of new skill sets, and enrollment in specialized training, a Storekeeper and Parts Clerk may advance to progressively more responsible positions including supervisory and management roles.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	A Storekeeper and Parts Clerk usually require some educational exposure to basic mathematics and English (for examples of activities requiring basic mathematics and English, refer to the Essential Skills section at the end of this document). A high school diploma would be considered an asset, however is not mandatory to succeed as a Storekeeper and Parts Clerk.
Training	Employees in these occupations need anywhere from a few weeks to one year of hands on experience with experienced employees.
Related Work Experience	Previous work-related skill, knowledge, or experience may be helpful in these occupations, but is usually not required.
Tasks:	
Storekeeper and Parts Clerk perform <i>some or all</i> of the following tasks	<ul style="list-style-type: none"> • Receive and sort incoming parts and supplies • Store items in an orderly and accessible manner in a warehouse, tool room, supply room or other area • Process incoming requisitions and issue or distribute parts and supplies for internal usage • Maintain records of orders and the amount, kind and location of parts and supplies on hand using manual or computerized inventory system

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	<ul style="list-style-type: none"> • Prepare requisition orders to replenish parts and supplies • Manage spare and replacement parts for vehicles, machinery and equipment • Advise planners, production personnel or internal users on appropriateness of parts, supplies or materials requested • Take inventory or examine merchandise to identify items to be reordered or replenished • Pack or ship inventory or maintenance and repair parts to destination • Compare inbound packing slips or invoices to items actually received to ensure that shipments are correct • Requisition merchandise from supplier based on available space, merchandise on hand, or customer demand • Receive and fill orders for parts • Examine and segregate returned parts for defects, and notify relevant internal department for disposition
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software (e.g. calculator, data entry, inventory tracking, database interface and query) • Communication Devices • Scanning Equipment (e.g. bar code scanning equipment) • Packaging Tools (e.g. staplers, tape guns, strapping machines, hammers) • Measurement Tools (e.g. scale, measuring tape) • Parts and Supplies Handling Equipment (e.g. dollies, hand trucks, jacks, pallet trucks, wrapping machinery)
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	A Storekeeper and Parts Clerk should have knowledge of health and safety procedures, standards, and regulations, customer service, basic mathematics, administrative processes (e.g., time entry, etc.), English language, and other languages as required.
Skills	A Storekeeper and Parts Clerk should have the following skill sets: reading comprehension, active listening, ability to follow and take direction, basic math, quality control analysis, judgment and decision making, organization, coordination of activities (i.e., multitasking) and time management.
Personal Attributes	(Abilities, Work Values, Work Styles)

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Abilities	The following abilities are important to the role of Storekeeper and Parts Clerk: written comprehension, information ordering, oral expression, oral comprehension, problem sensitivity, deductive reasoning, strength, physical coordination, manual dexterity, and arm-hand steadiness.
Work Values	Individuals who will succeed in this position will value providing service to others, working with co-workers in a friendly environment, having independence to make decisions with supportive management, and safe working conditions.
Work Styles	The following work styles are attributable to a Storekeeper and Parts Clerk: self control, stress tolerance, cooperation, integrity, independence, initiative, ability to follow and take direction, attention to detail, accuracy, dependability, adaptability / flexibility, social orientation, and concern for others.
Essential Skills Profile:	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: http://www.esdc.gc.ca/eng/jobs/les/index.shtml
Reading Text	<ul style="list-style-type: none"> • Frequently read supplier and manufacturer communications, memos and bulletins, supervisor instructions, computerized inventories, storage and handling recommendations, standard operating procedures, health and safety policies, applicable standards and regulations, labels, signs, symbols, lists, forms, packing slips, bills of lading, and work schedules
Document Use	<ul style="list-style-type: none"> • 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, etc. • Enter information on tables, schedules or other table-like text
Writing Skills	<ul style="list-style-type: none"> • Communicate in writing with supervisors and co-workers • Write labels on parts and supplies and on storage shelves • Complete activity logs to record tasks completed during the shift
Numeracy	<ul style="list-style-type: none"> • Apply measurement and calculation math • Utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • Interact with supervisors to get direction and to problem solve • Discuss and co-ordinate tasks with coworkers • Participate in staff meetings • Communicate with customers as appropriate
Thinking Skills	(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)

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Problem Solving	<ul style="list-style-type: none"> • Find missing parts and supplies by reconciliation • Find safe and creative solutions to spatial challenges when sorting and stocking parts and supplies
Decision Making	<ul style="list-style-type: none"> • Participate in decision making on the placement and storage of parts and supplies in the safest and most efficient way, applying commonly accepted rotation procedures • Participate in decision making by supplying information on parts and supplies availability
Job Task Planning and Organizing	<ul style="list-style-type: none"> • Storekeepers and Parts Clerks receive assignments from supervisors at the beginning of each shift and plan how best to sequence tasks to meet deadlines. • Although most activities are routine and follow established procedures, plans may have to be adjusted if new parts or supplies arrive sooner than expected. • Some liaison with co-workers is needed to coordinate the movement of parts and supplies into and out of the facility.
Significant Use of Memory	<ul style="list-style-type: none"> • Recall and recognize health & safety warnings and symbols • Remember items that are commonly stored, alone or in groupings and their general location in the facility • Recall key transactions and activities in order to respond to queries from supervisors
Finding Information	<ul style="list-style-type: none"> • May use inventory tracking software or tools to determine where parts and supplies are stored and the quantity available and accurately manage locator system • May use computer databases to locate information on stock numbers • May consult co-workers and supervisors to obtain information on specific parts and supplies
Working with Others	<p>Storekeepers and Parts Clerks mainly work independently, however they can also work with others. Storekeepers and Parts Clerks coordinate some activities with co-workers, supervisors or managers. They may also deal with the public if they work in a retail environment. Team work is important especially when moving heavy materials, when speed is a factor, or when other parts and supplies handling health and safety considerations demand it.</p>
Continuous Learning	<p>Storekeepers and Parts Clerks learn on the job. They may receive training on products, product handling and parts keeping, the safe use of material handling equipment, first aid, relevant software and tools, and general job performance. Annual health and safety training may be required and is strongly recommended for the reduction in the numbers of workplace injuries.</p>

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	In all provinces but Ontario, trade certification is available but not mandatory.
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	Storekeepers and Parts Clerks may need to adapt to multi-temperature work environments. They stand and walk to carry out their tasks, and may also bend, stoop, kneel, crouch, and lift to handle parts and supplies.
Attitudes	Storekeepers and Parts Clerks should be well organized, have a positive attitude, and be oriented to team work and customer service. They should be detail-oriented, patient and able to do repetitive work.
Future Trends Affecting Essential Skills:	Increasing computerization may mean that more Storekeepers and Parts Clerks will require enhanced computer skills in order to work with more advanced software and sophisticated tools. Knowledge of best practices related to the greening of operations may be necessary as organizations commit to sustainability (environment, social, and economic) goals and targets. This may include being mindful of waste produced, energy and water usage, and potential releases to water, air, and land while executing tasks.

Government of Canada Defined - Related NOC Code & Description	1522 Storekeepers and partspersons Storekeepers and partspersons sort, store and issue parts and supplies for use by the establishment in which they work and for sale to the public. They are employed by manufacturing companies, warehouses, retail and wholesale establishments, mining, forestry and construction companies, repair shops, hospitals and other establishments.
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***Activity Types:**

- ✓ Document Created
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- ✓ Document Retired

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