

Warehouse Worker

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

1	Knowledge of the methods and practices used in receiving materials and supplies in warehouse deliveries.
2	Knowledge of the methods and practices used in storing materials and supplies in warehouses.
3	Knowledge of the methods and practices used in shipping materials and supplies from warehouses.
4	Knowledge of the methods of packing materials and supplies onto pallets for storage in warehouses or delivery shipments.
5	Knowledge of the methods of unpacking materials and supplies from trucks using forklifts, dollies, and pallet jacks for warehouse shipments, deliveries, and storage.
6	Knowledge of departmental warehouse policies and procedures.
7	Knowledge of inventory procedures and records for warehouse materials and equipment.
9	Ability to determine and execute proper storage methods, identification, and stock location based on shelf life and space availability.
10	Ability to store materials, supplies, and equipment in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas.
11	Ability to read and interpret charts and/or graphs of warehouse layouts for deliveries, shipments, and storage.
12	Knowledge of the powered materials handling equipment (e.g., carts, forklifts, standup lifts, pallet jacks) used in receiving, storing, and shipping materials and supplies.
13	Knowledge of the manual materials handling equipment (e.g., carts, ladders, pallet jacks, dollies) used in receiving, storing, and shipping materials and supplies.
14	Knowledge of the equipment and function of forklifts for product relocation and safety inspection.
15	Ability to operate motor vehicles (e.g., trucks, electric golf carts) for product relocation.
16	Ability to operate powered materials handling equipment (e.g., carts, order picker, lift gate, clamp lift, roll clamp) used in receiving, storing, and shipping materials and supplies.
17	Ability to use powered forklifts used in receiving, shipping, storing and moving warehouse materials and supplies.
18	Ability to operate powered standup lifts/reach trucks used in storing and moving warehouse materials and supplies.

19	Ability to operate powered pallet jacks used in receiving, shipping, storing and moving warehouse materials and supplies.
20	Ability to operate manual carts used in receiving, storing, and shipping materials and supplies.
21	Ability to operate manual pallet jacks used in receiving, storing, and shipping materials and supplies.
22	Ability to operate manual dollies used in receiving, storing, and shipping materials and supplies.
23	Ability to operate ladders used in receiving, storing, and shipping material and supplies.
24	Ability to obtain certification for powered material handling equipment for warehouse duties and functions.
25	Ability to use warehouse scanners for inventory tracking and control and/or processing orders.
26	Ability to operate office equipment (e.g., computer, fax, copier) to complete various work tasks, including sending emails, maintaining warehouse records, etc.
27	Ability to utilize personal computer systems, software, and applications (e.g., Microsoft Office, Oracle) to complete various work tasks including sending emails, maintaining warehouse records, etc.
28	Ability to practice personal safety and vigilance in the identification of safety or security hazards to actively support a safe and hazard free working environment.
29	Ability to appropriately respond to emergency situations to prompt and appropriate care is administered and safety is maintained.
31	Ability to discern details to receive, store, and ship materials and supplies in a safe manner.
32	Ability to listen and be aware of warehouse activity to support a safe and hazard free working environment.
33	Ability to grasp, manipulate, or assemble objects to receive, store, and ship materials and supplies.
34	Ability to perform physical activities that require considerable use involving limbs and body parts, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
35	Ability to use proper body mechanics while lifting to avoid injuries and comply with safe handling procedures regarding receiving, storing, and shipping materials, supplies, and/or equipment.
36	Ability to perform a variety of physical activities (e.g., pushing, pulling, bending, squatting, grabbing, carrying, walking, standing) to receive, store, and ship materials, supplies and/or equipment.
37	Ability to stand and perform work duties for an extended period of time to receive, store, and ship materials, supplies, and/or equipment.
38	Ability to lift and carry up to 50 lbs. to receive, store, and ship materials, supplies, and/or equipment.

39	Ability to work in confined spaces for an extended period of time to complete warehouse tasks.
40	Ability to work in various temperatures (e.g., warm, hot, cold, freezing) to complete warehouse tasks.
41	Ability to work in an environment that includes dust and other debris to receive, store, and ship materials, supplies, and/or equipment.
42	Ability to do strenuous manual labor in either indoor or outdoor storage areas to complete warehouse tasks.
43	Knowledge of basic mathematical operations (e.g., addition, subtraction, multiplication, division, percentages, order of operations) for checking, counting, shipping, and tracking material.
44	Knowledge of different units of measurement (e.g., cases, individual units) for checking, counting, shipping, and tracking material.
44	Knowledge of different units of measurement (e.g., cases, individual units) for checking, counting, shipping, and tracking material.
45	Ability to perform basic mathematical computations (e.g., addition, subtraction, multiplication, division, ratios, percentages) for checking, counting, shipping, and tracking material.
45	Ability to perform basic mathematical computations (e.g., addition, subtraction, multiplication, division, ratios, percentages) for checking, counting, shipping, and tracking material.
46	Ability to determine the accuracy of various mathematical calculations (e.g., addition, subtraction, multiplication, division, ratios, percentages) for checking, counting, shipping, and tracking material.
46	Ability to determine the accuracy of various mathematical calculations (e.g., addition, subtraction, multiplication, division, ratios, percentages) for checking, counting, shipping, and tracking material.
48	Ability to be objective and flexible in adapting to changes in priorities, work assignments, and other interactions that may impact pre-established courses of action for completing projects and assignments.
48	Ability to be objective and flexible in adapting to changes in priorities, work assignments, and other interactions that may impact pre-established courses of action for completing projects and assignments.
49	Ability to work independently on projects or assignments without close supervision or detailed instructions to maximize workplace productivity.
49	Ability to work independently on projects or assignments without close supervision or detailed instructions to maximize workplace productivity.
50	Ability to prioritize assignments and projects to ensure completion within established timeframes and by expected deadlines.
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51	Ability to identify information, materials, and resources needed to complete a project or assignment.

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52	Ability to maintain confidentiality to ensure compliance with applicable laws related to information security.
52	Ability to maintain confidentiality to ensure compliance with applicable laws related to information security.
53	Ability to analyze and evaluate situations accurately and thoroughly to determine and implement effective, appropriate courses of action.
54	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative approaches or solutions to allow for an effective resolution of the problem.
55	Ability to identify and anticipate problems and act proactively.
55	Ability to identify and anticipate problems and act proactively.
56	Ability to arrange items or actions into logical orders or patterns according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
57	Ability to complete tasks in a timely, detailed, and orderly manner.
57	Ability to complete tasks in a timely, detailed, and orderly manner.
58	Ability to deal with irate or agitated individuals with diplomacy and tact to prevent further escalation of problems and/or concerns.
59	Ability to communicate with diverse audiences to complete work tasks.
60	Ability to establish and maintain effective working relationships with others (e.g., employees, vendors, truck drivers, public) to create a productive environment.
61	Ability to communicate with diplomacy and tact, especially concerning difficult and sensitive issues when dealing with the needs, problems and/or concerns of others.
62	Ability to follow instructions to ensure adequate comprehension and follow through.
63	Ability to provide clear and accurate verbal instructions and directions to individuals with various levels of technical expertise.
64	Ability to listen to others to facilitate an open exchange of ideas and provide for effective communication.
65	Ability to verbally communicate with others to convey information effectively.
66	Ability to provide information orally to supervisors, co-workers, and subordinates.
67	Knowledge of common forms and documents used in receiving and shipping materials, supplies, and/or equipment.
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68	Ability to provide written information to supervisors and co-workers to keep open lines of communication.
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69	Ability to use proper grammar, punctuation, and spelling in the preparation of written records, emails, and/or other documents to ensure information is clearly presented and understood by others.
69	Ability to use proper grammar, punctuation, and spelling in the preparation of written records, emails, and/or other documents to ensure information is clearly presented and understood by others.
70	Ability to read and comprehend written materials (e.g. references, summaries, memos, letters) in order to apply information and determine appropriate courses of action.
70	Ability to read and comprehend written materials (e.g. references, summaries, memos, letters) in order to apply information and determine appropriate courses of action.
71	Skill to handwrite legibly so that another person can read and understand such documentation.
71	Skill to handwrite legibly so that another person can read and understand such documentation.
72	Willingness to work in a fast paced environment.
72	Willingness to work in a fast paced environment.
73	Willingness to maintain a professional appearance.
73	Willingness to maintain a professional appearance.
74	Willingness to work at various sites within the facility as needed to meet staffing requirements.
74	Willingness to work at various sites within the facility as needed to meet staffing requirements.
75	Willingness to work extended hours and/or varying shifts as requested in order to maintain adequate coverage during hours of operation.
75	Willingness to work extended hours and/or varying shifts as requested in order to maintain adequate coverage during hours of operation.
76	Willingness to work overtime to complete work assignments and ensure warehouse coverage.
76	Willingness to work overtime to complete work assignments and ensure warehouse coverage.
78	Willingness to do strenuous manual labor in either indoor or outdoor storage areas.
78	Willingness to do strenuous manual labor in either indoor or outdoor storage areas.
79	Willingness to work in confined spaces to complete warehouse tasks.
80	Willingness to work in extreme temperatures (e.g., warm, cold, freezing) to complete warehouse tasks.
80	Willingness to work in extreme temperatures (e.g., warm, cold, freezing) to complete warehouse tasks.
81	Willingness to work in hazardous conditions (e.g., dust, prison environment, chemicals).
82	Willingness to work in stressful situations.
82	Willingness to work in stressful situations.

