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

<table>
<thead>
<tr>
<th>Position: MATERIAL HANDLER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of Position (As defined by the CSCSC Stakeholder Community)</td>
</tr>
<tr>
<td>Position Development</td>
</tr>
<tr>
<td>Required Qualifications: (Education, Training, Related Work Experience)</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Training</td>
</tr>
<tr>
<td>Related Work Experience</td>
</tr>
<tr>
<td>Tasks:</td>
</tr>
</tbody>
</table>

- Perform general physical activities in order to load, unload, sort and move products and materials by hand or using basic material handling equipment
- Perform tasks in multi-temperature environments
- May participate in replenishment, letdowns, shipping and receiving
- Operate, navigate, or drive mechanized material handling equipment
- Inspect material handling equipment, structures, or materials to identify problems or defects

*Note the OS addresses alternative position titles including Freight Handler, Warehouseperson, Storage Worker – Material Handling, Conveyor Console Operator, Automatic Pallet Equipment Operator, Automated Storage & Retrieval System Operator, Bulk Materials Unloader, etc.
- Read work orders or receive oral instructions for work assignments
- Complete daily production sheets or work tickets
- Maintain storage areas and carry out general yard duties
- Mark and/or tag containers with identifying information
- Assemble product containers and crates
- Pack containers and re-pack damaged containers
- Install protective devices, such as bracing, padding, or strapping, to prevent shifting or damage to items being transported
- Attach slings, hooks, and other devices to lift cargo and guide loads
- Provide on the job training to new/junior material handling staff
- Provide information for the completion of incident reports in relation to health and safety issues or material spills

**Tools and Technology:**

- Computer Hardware and Associated Software (e.g. data entry, machine control, inventory tracking, spreadsheet, electronic mail)
- Communication Devices (e.g. voice pick systems)
- 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, thermometer, temperature gauge, air pressure gauge)
- Material Handling Equipment (e.g. dollies, forklifts, hand trucks, jacks, pallet trucks, wrapping machinery)

**Required Competencies:** *(Knowledge, Skills, Personal Attributes)*

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>A Material Handler should have knowledge of health and safety procedures, standards and regulations, public safety and security, customer service, basic mathematics, English language, and other languages as required.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills</td>
<td>A Material Handler should have the following skill sets: active listening, reading comprehension, instructing, coordination, and time management.</td>
</tr>
<tr>
<td>Personal Attributes</td>
<td><em>(Abilities, Work Values, Work Styles)</em></td>
</tr>
<tr>
<td>Abilities</td>
<td>The following abilities are important to the role of Material Handler: strength, multi-limb coordination, oral expression and comprehension, written comprehension, control precision, manual dexterity, and arm-hand steadiness.</td>
</tr>
</tbody>
</table>

*Note the OS addresses alternative position titles including Freight Handler, Warehouseperson, Storage Worker – Material Handling, Conveyor Console Operator, Automatic Pallet Equipment Operator, Automated Storage & Retrieval System Operator, Bulk Materials Unloader, etc.*
**Work Values**  
Individuals who will succeed in this position value providing service to others, working with co-workers in a friendly environment, and contributing to a safety conscious working environment.

**Work Styles**  
The following work styles are attributable to a Material Handler: attention to detail, accuracy, dependability, integrity, cooperation, self control, stress tolerance, adaptability/flexibility, initiative, creative problem solver, and social orientation.

**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](http://www.esdc.gc.ca/eng/jobs/les/index.shtml)

**Reading Text**  
- Frequently read special order notes, supervisor instructions, storage and handling recommendations, standard operating procedures, and health and safety policies and procedures

**Document Use**  
- Utilize, complete and/or read product labels, warning and direction signs, weekly inventory sheets, invoices, order forms, packing slips, bills of lading, work schedules, weight charts, site maps, assembly drawings, schematic drawings, etcetera  
- Enter numbers and codes on loading sheets, in tabular format

**Writing Skills**  
- Write notes to supervisors  
- Write shipping labels on crates and record codes on loading charts  
- Complete activity logs to record tasks completed

**Numeracy**  
- Apply money math  
- Apply scheduling, budgeting and accounting math  
- Apply measurement and calculation math  
- Utilize numerical estimation

**Oral Communication**  
- Discuss and co-ordinate tasks with coworkers  
- Interact with supervisors to get direction and to problem solve  
- Speak with other specialized staff regarding equipment repairs

**Thinking Skills**  
*(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)*

**Problem Solving**  
- Find missing goods by organizing a search  
- Find creative solutions to spatial challenges when moving materials  
- Find creative solutions to address delivery backlogs

**Decision Making**  
- Participate in decision making on how to position a load so its weight will be distributed  
- Participate in decision making regarding where to store goods in the

*Note the OS addresses alternative position titles including Freight Handler, Warehouseperson, Storage Worker – Material Handling, Conveyor Console Operator, Automatic Pallet Equipment Operator, Automated Storage & Retrieval System Operator, Bulk Materials Unloader, etc.*
**Job Task Planning and Organizing**

Material Handlers receive assignments from supervisors at the beginning of each shift and plan how best to sequence tasks to meet deadlines. They may have to adjust these plans if new loads arrive from suppliers sooner than expected. Most activities are routine and follow established procedures. Some liaison with co-workers is needed to co-ordinate the movement of goods into and out of the warehouse.

**Significant Use of Memory**

- Remember where numerous items can be found in the warehouse
- Remember for a short period of time what items were sent out, in order to respond to queries from supervisors
- Memorize stock numbers and prices of commonly stocked items

**Finding Information**

- May refer to customer lists to contact customers
- May use catalogues, product lists and computer databases to locate information on products, such as stock numbers
- May consult co-workers, supervisors and suppliers to find out when loads are coming in

**Working with Others**

Material Handlers often work with a partner, although they may work alone or independently. Partnering is important when moving heavy materials, when trying to load or unload trucks quickly, or when other material handling health and safety considerations demand it.

**Continuous Learning**

Material Handlers learn on the job. They may receive training in first aid, safe use of material handling equipment, and associated software. Annual health and safety training may be required and is strongly recommended for the reduction in the numbers of workplace injuries.

**Additional Information** *(Physical Aspects, Attitudes)*

**Physical Aspects**

Material Handlers may need to adapt to multi-temperature work environments. Material Handlers stand and walk to carry out their tasks. They also bend, stoop, kneel and crouch to lift, move and stack objects.

**Attitudes**

Material Handlers should be well organized, have a positive attitude, be customer service oriented, patient, and industrious.

**Future Trends Affecting Essential Skills:**

As the focus on safety in the workplace increases, Material Handlers will be required to learn more about safety regulations (e.g. Transport of Dangerous Goods, Hazardous Analysis Critical Care Points, etc.). They may need to upgrade their document use and text reading skills in order to gain sufficient knowledge for obtaining a license for transporting dangerous goods.

---

*Note the OS addresses alternative position titles including Freight Handler, Warehouseperson, Storage Worker – Material Handling, Conveyor Console Operator, Automatic Pallet Equipment Operator, Automated Storage & Retrieval System Operator, Bulk Materials Unloader, etc.*
**Government of Canada Defined - Related NOC Code & Description**

**7452 Material Handlers**
This unit group includes workers who handle, move, load and unload materials by hand or using a variety of material handling equipment. They are employed by transportation, storage and moving companies, and by a variety of manufacturing and processing companies and retail and wholesale warehouses.

<table>
<thead>
<tr>
<th>Activity #</th>
<th>Activity Type*</th>
<th>Replaces</th>
<th>New Version Name</th>
<th>Responsible Individual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Document Created</td>
<td>Not Applicable</td>
<td>January 16, 2009</td>
<td>C. Sellar (CSA)</td>
</tr>
<tr>
<td>2</td>
<td>Document Modified</td>
<td>Jan 16, 2009</td>
<td>February 4, 2009</td>
<td>C. Sellar (CSA)</td>
</tr>
<tr>
<td>3</td>
<td>Document Modified</td>
<td>Feb 4, 2009</td>
<td>February 27, 2009</td>
<td>C. Sellar (CSA)</td>
</tr>
<tr>
<td>4</td>
<td>Document Modified</td>
<td>Feb 27, 2009</td>
<td>June 29, 2009</td>
<td>C. Sellar (CSA)</td>
</tr>
<tr>
<td>5</td>
<td>Document Finalized</td>
<td>June 29, 2009</td>
<td>July 29, 2009</td>
<td>C. Sellar (CSA)</td>
</tr>
<tr>
<td>6</td>
<td>Document Modified</td>
<td>July 29, 2009</td>
<td>June 19, 2014</td>
<td>I. Vasileski (CSA)</td>
</tr>
</tbody>
</table>

*Activity Types:*
- Document Created
- Document Modified (Minor Corrections & Editorial Changes)
- Document Updated (Complete Review)
- Document Finalized
- Document Retired

*Note the OS addresses alternative position titles including Freight Handler, Warehouseperson, Storage Worker – Material Handling, Conveyor Console Operator, Automatic Pallet Equipment Operator, Automated Storage & Retrieval System Operator, Bulk Materials Unloader, etc.*