



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:	MATERIAL HANDLER
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Material Handlers 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 warehousing operations.</i>
Position Development	Progression to supervisory and management positions is possible through experience and additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	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 a Material Handler.
Training	Employees in these occupations need anywhere from a few weeks to one year of working with experienced employees. The length of training will depend on the complexity of the organizations material handling operations.
Related Work Experience	Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not required.
Tasks:	
Material Handlers perform some or all of the following tasks	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • 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:	
	<ul style="list-style-type: none"> • 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)
Knowledge	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.
Skills	A Material Handler should have the following skill sets: active listening, reading comprehension, instructing, coordination, and time management.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	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.

***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 HRSDC website: www.hrsdc.gc.ca/en/workplaceskills/essential_skills/index.shtml
Reading Text	<ul style="list-style-type: none"> • Frequently read special order notes, supervisor instructions, storage and handling recommendations, standard operating procedures, and health and safety policies and procedures
Document Use	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Write notes to supervisors • Write shipping labels on crates and record codes on loading charts • Complete activity logs to record tasks completed
Numeracy	<ul style="list-style-type: none"> • Apply money math • Apply scheduling, budgeting and accounting math • Apply measurement and calculation math • Utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 warehouse and how to store items in the most efficient way

*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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

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.
--	--

***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.**

	They are employed by transportation, storage and moving companies, and by a variety of manufacturing and processing companies and retail and wholesale warehouses.
--	--

Document Management:				
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

***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.**