



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>STOCK CLERK</b>
<b>Description of Position (As defined by the CSCSC Stakeholder Community)</b>	<i>Stock Clerks sort, store, and issue parts and supplies by hand or using a variety of stock handling equipment (equipment that does not require personnel certification in order to operate). They are employed by a variety of manufacturing and processing companies and retail and wholesale warehousing operations.</i>
<b>Position Development</b>	With experience, through the acquisition of new skill sets, and enrollment in specialized training, a Stock Clerk may advance to progressively more responsible positions including material handling (using equipment requiring personnel certification in order to operate), supervisory and management roles.
<b>Required Qualifications:</b>	<b>(Education, Training, Related Work Experience)</b>
<b>Education</b>	A Stock Clerk usually requires 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 Stock Clerk.
<b>Training</b>	Employees in these occupations need anywhere from a few weeks to one year of hands on experience 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>Stock Clerks perform <i>some or all</i> of the following tasks</b>	<ul style="list-style-type: none"> <li>• Perform general physical activities in order to sort, store, and issue stock by hand or using stock handling equipment (equipment that does not require personnel certification in order to operate)</li> <li>• Unpack, count, weigh and often sort products received by the facility</li> <li>• Inspect items and communicate information about damaged goods and report overages and shortages</li> <li>• Perform loss prevention activities</li> </ul>

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	<ul style="list-style-type: none"> <li>• Appropriately manage / discard waste (e.g., packing materials) respecting the facility’s waste, reuse, and recycling procedures</li> <li>• Perform tasks in multi-temperature environments</li> <li>• Read work orders or receive oral instructions for work assignments</li> <li>• Ensure the activity or task assigned or being performed is correct (e.g., quality control)</li> <li>• Verify pricing and maintain computerized stock inventory</li> <li>• Obtain articles from shelf or stockroom</li> <li>• Direct customers to location of articles sought</li> <li>• Pack customer purchases</li> <li>• Transport packages to customers' vehicles</li> <li>• Keep stock organized and clean, and perform general stockroom cleaning duties</li> <li>• Price items or change prices using stamp or stickers</li> <li>• Manage stock security devices (e.g., attach / remove security devices)</li> <li>• Provide relevant information for the completion of incident reports in relation to health and safety issues</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. calculator, data entry, inventory tracking, database interface and query)</li> <li>• Communication Devices</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>• Stock Handling Equipment (e.g. dollies, hand trucks, jacks, pallet trucks, wrapping machinery)</li> </ul>
<b>Required Competencies:</b>	<b>(Knowledge, Skills, Personal Attributes)</b>
<b>Knowledge</b>	A Stock 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.
<b>Skills</b>	A Stock 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,

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	organization, coordination of activities (i.e., multitasking) 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 Stock Clerk: written comprehension, information ordering, oral expression, oral comprehension, problem sensitivity, deductive reasoning, strength, physical coordination, manual dexterity, and arm-hand steadiness.
<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, having independence to make decisions with supportive management, and safe working conditions.
<b>Work Styles</b>	The following work styles are attributable to a Stock 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.
<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 HRSDC website: <a href="http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml">http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml</a>
<b>Reading Text</b>	<ul style="list-style-type: none"> <li>• Frequently read supplier and manufacturer communications, memos and bulletins, supervisor instructions, storage and handling recommendations, standard operating procedures, health and safety policies, applicable standards and regulations, labels, signs, symbols, planograms, lists, forms, packing slips, bills of lading, computerized inventories, and work schedules</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, etc.</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>• Communicate in writing with supervisors and co-workers</li> <li>• Write labels on stock and on storage shelves</li> <li>• Complete activity logs to record tasks completed during the shift</li> </ul>
<b>Numeracy</b>	<ul style="list-style-type: none"> <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>• Discuss and co-ordinate tasks with coworkers</li> <li>• Participate in staff meetings</li> </ul>

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	<ul style="list-style-type: none"> <li>• Communicate with customers as appropriate</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>• Find missing stock by reconciliation</li> <li>• Find safe and creative solutions to spatial challenges when sorting and stocking materials</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Participate in decision making on the placement of stock and how to store stock in the safest and most efficient way applying commonly accepted stock rotation procedures</li> <li>• Participate in decision making by supplying information on stock availability</li> </ul>
<b>Job Task Planning and Organizing</b>	Stock Clerks 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 stock arrives sooner than expected. Most activities are routine and follow established procedures. Some liaison with co-workers is needed to coordinate the movement of stock into and out of the facility.
<b>Significant Use of Memory</b>	<ul style="list-style-type: none"> <li>• Recall and recognize health &amp; safety warnings and symbols</li> <li>• Remember items that are commonly stocked, groupings of stock, and their general location in the facility</li> <li>• Recall key transactions and activities in order to respond to queries from supervisors</li> </ul>
<b>Finding Information</b>	<ul style="list-style-type: none"> <li>• May use inventory tracking software or tools to determine where stock is stored and the quantity available</li> <li>• May use computer databases to locate information on stock numbers</li> <li>• May consult co-workers and supervisors to obtain information on stock flow</li> </ul>
<b>Working with Others</b>	Stock Clerks mainly work independently, however they can also work with others. Stock Clerks co-ordinate some activities with co-workers, supervisors or managers. Team work is important when moving heavy materials, when speed is a factor, or when other stock handling health and safety considerations demand it.
<b>Continuous Learning</b>	Stock Clerks learn on the job. They may receive training on products, product handling and stock keeping, the safe use of stock 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.

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Additional Information	(Physical Aspects, Attitudes)
<b>Physical Aspects</b>	Stock Clerks may need to adapt to multi-temperature work environments. Stock Clerks stand and walk to carry out their tasks, and may also bend, stoop, kneel, crouch, and lift to handle stock.
<b>Attitudes</b>	Stock 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.
<b>Future Trends Affecting Essential Skills:</b>	Increasing computerization may mean that more Stock 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.

<b>Government of Canada Defined - Related NOC Code &amp; Description</b>	<p><b>7452 – Material Handlers</b></p> <p>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.</p>
	<p><b>6622 - Grocery Clerks and Store Shelf Stockers</b></p> <p>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.</p>

<b>Document Management:</b>				
Activity #	Activity Type*	Replaces	New Version Name	Responsible Individual
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2	Document Modified	May 17, 2010	October 18, 2010	M. Cheddi
3	Document Finalized	Oct 18, 2010	April 12, 2011	C. Sellar

**\*Activity Types:**

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

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