

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Warehouse Operations Worker

Definition

Under general supervision, performs manual labor tasks using mechanical equipment including forklifts, hand trucks, dollies, or other mechanical equipment in a warehouse, distribution center, or other large storage facility; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Loads and unloads shipments received from trucks or railroad cars onto or off pallets, trays, racks, conveyors, and related devices.

Conveys materials from receiving dock to storage using equipment including forklifts, hand trucks, dollies, or other mechanical equipment.

Stacks or palletizes items according to size, shape, code, or related characteristics.

Opens shipping containers with steel cutters, crowbars, claw hammers, or other hand tools.

Installs strapping, bracing, or padding to prevent damage in transit.

Reads work order or follows instructions to move items into facility.

Selects items from stock according to manifests and invoices and assembles items for issue and shipment according to clear instructions.

Learns what is stored in aisles, rows, and tiers and how to identify locations of items.

Prepares shipping tags and labels according to specific instructions.

Services and performs minor repairs to equipment as required to maintain serviceable operating conditions.

Performs custodial work maintaining a warehouse.

Meets standards to monitor prices of cases.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.

Abilities:

- Extent Flexibility – Bend, stretch, twist, or reach with your body, arms, and/or legs.

- Static Strength – Exert maximum muscle force to lift, push, pull, or carry objects.
- Arm-Hand Steadiness – Keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Manual Dexterity – Quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination – Adjusting actions in relation to others' actions.
- Speaking – Talking to others to convey information effectively.
- Time Management – Managing one's own time and the time of others.

Minimum Qualification Requirements

No specific education or experience is required.

Effective date: 05/17 KF