Basic job skills:

Warehouse worker

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| **Tasks for the warehouse worker:**   * register and organise goods * find ordered goods in the warehouse * deal with enquiries and complaints from customers and transport workers * complete warehouse documentation, both on paper and digitally * track deliveries * check stocks and labelling of goods * work as part of a team |

**Reading**

**On a daily basis the warehouse worker will:**

* read instructions on pick lists and shipments
* read safety instructions and symbols
* read product and shipping information
* read posters and signs in the warehouse area
* read order forms from customers
* read documents and packing slips when receiving goods

**Regularly the warehouse worker will:**

* read work instructions and procedures
* read tables regarding quality and productivity
* read procedures and information relating to the handling of various types of goods
* read shift plans and holiday lists
* read letters written by the management
* read and check labelling of shelves
* read messages and emails

**Occasionally the warehouse worker will:**

* read waste management procedures relating to hygiene and environmental requirements
* read and stay up to date on internal rules and information about health, safety and the environment (HSE)
* read instructions on first aid, fire safety and handling of hazardous goods
* read and check underlying invoice documentation
* read training material
* find information in datasheets
* read minutes of meetings
* read information relating to their own employment relationship

**Writing**

**On a daily basis the warehouse worker will:**

* tick off and sign for pick lists
* write short messages to themselves or others
* write instructions for others
* fill in work logs

**Regularly the warehouse worker will:**

* fill in claim forms
* fill in forms on work quality and non-conformities
* write applications for leave of absence
* register information about damage to goods
* write messages and emails

**Occasionally the warehouse worker will:**

* write notes from training courses and information meetings
* answer questions in connection with courses, certification and surveys
* apply for holidays and leaves of absence
* write assignments in courses
* prepare underlying invoice documentation
* give input to the safety representative on improvements to the working environment
* fill in forms relating to their own employment relationship

**Oral skills**

**On a daily basis the warehouse worker will:**

* talk to others to coordinate the work
* give and receive messages and instructions
* obtain and convey information about goods and deliveries
* receive information and provide input in meetings
* inform their own supervisor of injuries/damage and undesirable incidents
* talk to customers about deliveries and non-conformities relating to deliveries

**Regularly the warehouse worker will:**

* respond to complaints directly or by phone
* communicate with transport operators
* attend meetings and provide input
* follow up and ask about ambiguities in contact with customers or others
* take part in lunch and break conversations

**Occasionally the warehouse worker will:**

* participate in internal and external training
* communicate with the supervisor and safety representative about their own working conditions, working environment and training needs
* answer questions in connection with tests and certifications
* inform new and temporary staff about work procedures
* report illness or absence
* discuss and suggest changes to improve work procedures or ways of performing tasks
* inform customers about membership benefits

**Numeracy**

**On a daily basis the warehouse worker will:**

* compare and check product numbers
* find and use numerical codes
* check order lists and invoices
* assess weight and forklift truck lifting capacity
* check the size and weight of shipments

**Regularly the warehouse worker will:**

* check their own payslip
* check stocks
* read schematic drawings and maps to find the location of goods
* calculate the space required
* measure length, volume and weight
* check that the number of items matches the invoice on delivery

**Occasionally the warehouse worker will:**

* fill in and check numerical information in forms
* assess how long it will take to complete a job
* calculate prices of shipments and costs for customers
* check the date on various items and calculate how many sales days are left
* calculate prices and discounts given as a percentage

**Digital skills**

**On a daily basis the warehouse worker will:**

* register goods and deliveries using a hand-held terminal
* go through and update electronically stored lists
* check that electronic orders and invoices are correct
* order goods from remote warehouses or suppliers
* use computerised inventory management systems
* print out orders or deliveries using various systems
* store completed assignments
* send and receive messages and emails

**Regularly the warehouse worker will:**

* check the status of goods from different suppliers via databases
* check the warehouse status of goods
* send orders by email
* register working hours
* track the delivery status of goods online

**Occasionally the warehouse worker will:**

* send email attachments
* use calculation tools to prepare, change or evaluate price offers
* use the internet and databases to find product information
* consult the company’s HSE regulations
* compare prices from different suppliers online
* use standard office software
* use a smartphone and tablet with different apps relating to tasks
* use electronic payment systems
* use QR codes and barcodes as needed
* use various digital arenas for collaboration and communication