

BASIC JOB SKILLS FOR WAREHOUSE WORKERS



The job skills profiles describe basic skills that are part of working practice, and are based on competence objectives. Employers can ascertain what skills need to be strengthened, and employees can see what type of training they need in the areas of reading, writing, verbal communication, basic maths and IT skills.

The profiles can be adapted to individual and local needs. They describe the link between basic skills and the employee's actual work tasks, and make it easier for the training manager to devise appropriate courses.

The profiles can also be used for ordinary vocational upper secondary teaching and can be useful tools in making common core subjects in vocational training more work-related.

Tasks for warehouse workers:

- Register and organize goods
- Find ordered goods in warehouse
- Deal with enquiries and complaints from customers and transport operators
- Complete warehouse documentation, both paper and digital
- Trace deliveries

Reading and writing



READING

On a daily basis the warehouse worker will read:

- instructions on pick lists and shipments
- safety instructions and symbols
- schematic drawings and maps of the area to find location of goods
- information about goods and shipments marked on goods and pallets
- posters and signs in warehouse area, e.g. fire instructions

Regularly the warehouse worker will read:

- work instructions and procedures
- tables regarding quality and productivity
- routines and information on the handling of various goods, e.g. inflammable materials
- shift rosters and holiday rosters
- General material written by management

Occasionally the warehouse worker will:

- Read routines for waste disposal in connection with environmental hygiene
- Read and sign internal rules
- Read instructions on first aid, fire prevention and handling hazardous goods.
- Read training material, e.g. on use of a forklift truck
- Find information in a data sheet in case of an accident involving hazardous goods
- Read minutes of trade union meetings

WRITING

On a daily basis the warehouse worker will:

- cross off and give receipts for pick lists
- write short messages to him/herself or others
- write instructions for others
- fill in work log

Regularly the warehouse worker will:

- complete forms, e.g. regarding damage to goods, or leave applications
- report faults, e.g. on own fault-reporting form or in computer system
- register information on damage to goods or shipments

Occasionally the warehouse worker will:

- write course notes and information meeting notes
- answer questions in connection with courses, certification and surveys
- apply for holiday and leave of absence
- write down answers on training courses, e.g. for forklift truck driver's licence
- write input for improvements to the work environment to the HSE officer

- check inventory and marking of goods
- work as part of a team



Verbal communication



On a daily basis the warehouse worker will:

- communicate with others to coordinate the work
- give and take messages and instructions, e.g. from a superior
- obtain and convey information on goods and deliveries
- obtain information and come with input to kick-off meetings
- inform own manager about damage and untoward occurrences

Regularly the warehouse worker will:

- respond to complaints, e.g. by phone
- communicate with transport operator about transport and possible changes
- attend meetings and give input, e.g. at workplace branch union meetings

Occasionally the warehouse worker will:

- participate in internal and external training, e.g. orientation course for new employees
- communicate with manager and HSE officer about own working conditions, work environment and training needs
- answer questions during tests and certification
- brief new employees and temporary workers about work routines
- inform about sickness and absence and give input on residual functional capacity to work

Basic maths



On a daily basis the warehouse worker will:

- compare and check goods numbers
- locate and use numerical codes
- check order lists and invoices
- evaluate weight and forklift truck-lifting capacity
- check size and weight of shipments

Regularly the warehouse worker will:

- check inventory of goods, e.g. when stocktaking
- calculate space requirements
- measure length, volume and weight

Occasionally the warehouse worker will:

- complete and check numerical information on forms, e.g. claim forms
- evaluate length of time needed to complete a job

“Practical training motivates adults to participate”

Computer 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, e.g. inventory list
- check that electronic orders or invoices are correct
- order goods digitally from remote warehouse or supplier
- check that warehouse stock is correctly updated in the computerized accounts system
- maintain contact with customers or managers by e-mail
- print out orders or deliveries using computerized systems
- store completed tasks in computerized files
- register goods electronically

Regularly the warehouse worker will:

- calculate status of goods from different suppliers, e.g. by checking database
- check warehouse status of goods, e.g. electronic warehouse inventory
- send orders by e-mail
- complete timesheets electronically
- track delivery of goods electronically using internet

Occasionally the warehouse worker will:

- send enquiries about goods as e-mail attachments
- use electronic calculation tools to make, change or evaluate price offers
- use internet and databases to find product information
- look up the company's HSE regulations
- compare prices of different suppliers using internet
- be able to use the computerized accounts system

The competence objectives for training in basic skills are a tool to create and adapt training for adults.

They describe and specify training goals in:

- Computer skills
- Basic maths
- Reading and writing
- Verbal communication

Skills objectives and guidelines can be ordered or downloaded from vox.no/kompetansemål. The guidelines address issues at work regarding basic skills training in more detail.

At vox.no/english you will find further resources on adult training.