

Job Class Profile: Liquor Warehouse Worker**Pay Level: CG-22 Point Band: 364-387**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	2	5	4	2	1	2	1	5	
Points	93	33	32	19	60	22	41	21	54	375

JOB SUMMARY

The Liquor Warehouse Worker is responsible for all receiving, moving, storage, picking, and shipping of product to Newfoundland Liquor Corporation (NLC) customers in a safe and cost efficient manner. This includes using a variety of equipment such as forklifts (with attachments), electric order pickers, slipsheet machines, wave (electric work assist vehicle) machines, walkie riders, electric pallet jacks, two way radios and radio frequency (RF) handheld scanners.

Key and Periodic Activities

- Receives or ships liquor stock in warehouse by unloading trucks either manually or using forklifts, walkie riders, two way radios and RF scanners. Additional duties include: opens sealed loads; unpacks, checks, and adjusts cases for breakage; rotates stock by best before dates; stores stock in appropriate areas safely; and moves damaged product to the breakage area manually and systematically.
- Receives customer orders (i.e. Opimian, special orders, value add distributions, etc.) using fax, e-mail or telephone. Creates customer order in a Point of Sale (POS) system then prints it off for picking in the warehouse.
- Uses forklift or order picker to restock bulk storage areas to pick locations. Checks, counts and prepares orders for shipping. Prepares orders for privately owned and agency operated stores.
- Picks store orders using RF scanners, two way radios, walkie riders, wave machine and order picker. Prepares orders using the proper pallets, stacking techniques, and shrink wrapping to secure the shipment.
- Examines date sensitive goods for production dates or best before dates. Ensures the proper rotation of inventory by moving outdated products to the designated area for destruction while restocking shelves with marketable products.
- Operates warehouse equipment in a safe responsible manner according to Occupational Health and Safety (OHS) regulations, laws, and codes.
- Records discrepancies with Standard Case Code (SCC) and Universal Product Code (UPC) barcoding and checks agency orders when discrepancies are found.
- Performs preventative maintenance on warehouse equipment by completing inspections, maintaining inspection books daily, servicing batteries in electric equipment, cleaning and inspecting motorized vehicles before the beginning of each shift, and advising supervisor of needed repairs or parts.

Key and Periodic Activities

- Performs quarterly and year-end inventory counts of warehouse stock and compares with POS system.
- Develops storage methods and arranges shelving for a more efficient warehouse. Assigns slot/sku relationships. Rearranges the warehouse based on product sales and inventory counts.
- Advises new employees in the proper techniques of warehouse work and the safe operation of all motorized vehicles and machines used to perform job duties.
- Cleans the whole warehouse annually (i.e. moves every pallet and cleans under it, washes down the pallet racking, etc).
- Participates in OHS inspections and fixes any discrepancies found in the inspection, including damaged racking, broken pallets, cartons, etc.

SKILL

Knowledge

General and Specific Knowledge:

- Knowledge of automated handheld RF technologies and POS systems.
- Product knowledge of spirits and wines.

Formal Education and/or Certification(s):

- Minimum: High School graduation; forklift and fall arrest certification, and Product Knowledge Seminars I, II, and III.

Years of Experience:

- Minimum: 1-2 years.

Competencies.

- Follows basic instructions and work processes.
- Applies established techniques to the completion of activities.
- Operates a computerized POS System, prepares customer orders, and accesses a database.
- Operates machinery (i.e. forklifts, walkie riders, two way radios, RF scanners, etc).

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information from others, asking questions, and gaining the cooperation of others to complete work assignments (i.e. ability to obtain information from the Supervisor and co-workers to complete assigned work tasks).
- Communication occurs with employees in the immediate work area, in the organization, outside the organization, supervisors/managers, and suppliers/contractors.
- The most significant contacts are with the Supervisor/Manager (i.e. Warehouse Manager or Freight Supervisor), employees within immediate work area, and customers/clients.

EFFORT

Physical Effort

- Work demands occasionally result in considerable fatigue requiring periods of rest. There is a

constant need for strength and/or endurance in the job while physically handling product (i.e. lifting, pulling, pushing, etc).

- Work tasks require constant gross motor skills (i.e. large movements requiring strength and coordination) while operating heavy equipment or using machinery (i.e. forklifts, walkie riders) or equipment that requires very controlled movements while maintaining physical balance.
- The warehouse environment requires constantly stand and walk around while performing duties. Driving forklifts, walkie riders, wave machine etc. is constant. Regularly performs duties in awkward or cramped positions while preparing customer orders and stacking pallets.
- Constantly lifts or moves objects weighing up to 50 lbs. and occasionally over 50 lbs. (i.e. cartons of liquor, using a manual pallet jack, moving stock on the racking system, etc).

Concentration

- **Visual** concentration is constantly required while operating the RF scanner performing inventory control, data entry, picking customer orders, and the operation of heavy equipment.
- **Auditory** concentration is constant while working in a safe manner inside the warehouse to hear the horns while vehicles such as walkie riders or forklifts are in motion.
- Other sensory demands are **touch** while using the RF scanner and **smell** when detecting broken or damaged products in the warehouse.
- Regularly there are **interruptions and multiple time pressures/deadlines with a lack of control over work pace** (i.e. peak sales times such as the summer months and Christmas require the moving and handling of a lot of stock resulting in an increase in motorized activity in the warehouse).
- **Exact results and precision** are required when operating the RF scanner, operation of motorized vehicles in the warehouse, stacking pallets in the warehouse, or keying customer orders.

Complexity

- Work typically involves a series of tasks and activities that are similar/related in terms of skill and knowledge used where the tasks are usually well defined.
- Tasks are generally repetitive and well defined and problems tend to be simple with a limited number of solutions. Challenges can regularly be addressed by following procedures and or guidelines and working within standard work processes.
- The most typical challenges or problems include errors in receiving product shipments (i.e. inventory counts) or loading trucks in a safe and efficient manner.
- Procedures and guidelines exist to assist and address issues and challenges. Guidance from Supervisor and other co-workers is always available.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- Supervisory approval is required for all decisions.
- Customer information is confidential but some discretion is exercised in determining whether it can be shared with co-workers.

Impact
<ul style="list-style-type: none"> — Impacts generally affect immediate work area, department, organization, and customers. — Work activities impact processes and systems; finances; materials; and health and safety. (i.e. errors can result in inaccurate product shipments to agency stores or customers, producing inventory errors). — Inaccurate reporting of inventory counts, product breakage, human errors, and general health and safety issues in a warehouse environment can cause damage and increase the risk of personal injury. — In the event of a mistake or error the consequences are directly felt on the client and mistakes or errors are usually detected within hours of identification (i.e. errors must be detected before shipments leave the building or an investigation must be actioned).
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff. — May be required to provide some orientation and on-the-job training.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Required to wear safety shoes, hard hat, gloves, fall arrest harness, and vest at all times, completion of a “fall arrest” certification, forklift certification, and practicing the safe use of warehouse machinery (i.e. pallet jacks, forklifts). — There is a likelihood of minor cuts, bruises, and abrasions from regular use of knives while handling inventory or stacking cartons however this would be minimized if regular safety precautions are followed. There is a moderate to limited likelihood of fractures, other injuries, or partial disability. — Constantly there is exposure to unusual distracting noise, dirt, dust, filth, garbage, vibrations, and heavy machinery in the warehouse, with regular exposure to fumes, limited ventilation, and limited lighting.