

**City of San José**  
**CLASS SPECIFICATION**

**Title: Warehouse Worker I FT/PT (1511/1512)**  
**Warehouse Worker II FT/PT (1513/1515)**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Warehouse Supervisor	Non-exempt

**CLASS SUMMARY**

Under immediate (Warehouse Worker I) or general (Warehouse Worker II) supervision, performs work of routine difficulty in the manual and clerical work in receipt, warehousing, issuance, inventory, and delivery of a wide variety of materials, supplies, and equipment in the operation of a warehouse. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

Warehouse Worker I/II is the flexibly staffed entry/journey class in the Warehouse Worker series, described as follows:

Warehouse Worker I - This is the entry-level class in the Warehouse Worker classification series. This class is responsible for performing manual and clerical work in receipt, warehousing, issuance, inventory control and delivery in support of warehouse operations. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the Warehouse Worker II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Warehouse Worker II - This is the journey-level class in the Warehouse Worker classification series responsible for performing the full range of manual and clerical work in support of warehouse operations. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The Warehouse Worker II can serve as a lead worker over Warehouse Worker I. This class is distinguished from the Senior Warehouse Worker in that the latter class performs the more complex work assigned to the series, and serves as a lead worker over Warehouse Worker I/II.

**QUALIFICATIONS****Minimum Qualifications****Education and Experience****Warehouse Worker I**

Completion of high school or equivalent (General Educational Development [GED] Test or California Proficiency Certificate) and one (1) year of experience performing shipping, receiving, delivery, issuing, and inventory control in a large warehouse facility similar to those of the City of San Jose.

**Acceptable Substitution**

None

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Warehouse Worker II

Completion of high school or equivalent (General Educational Development [GED] Test or California Proficiency Certificate) and two (2) years performing receiving, issuing, shipping, computer inventory control and related warehouse duties in a large warehousing facility.

**Acceptable Substitution**

None

**Required Licensing (such as driver's license, certifications, etc.)**

As a condition of employment in some designated positions, possession of a valid State of California Class A, B or C driver's license with applicable endorsements may be required.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Customer Service - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently in a timely, accurate, respectful and friendly manner.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Flexibility – Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Multi-Tasking - Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).

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- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem(s); collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.
- Teamwork and Interpersonal Skills – effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

**Additional Competencies and/or Desirable Qualifications**

**(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)**

Knowledge of:

- Safety practices and procedures used in a warehouse environment.
- Federal, State and local requirement for handling hazardous materials.

Skills to:

- Warehouse , Shipping and Receiving, and Loading.

Ability to:

- Maintain accurate records and reports.
- Operate and maintain a variety of equipment.
- Observe, follow and implement safety requirements and safe work practices and methods.
- Safely operate and recognize service or maintenance needs for assigned delivery vehicles.
- Provide critical and time-sensitive service carrying out deliveries, pickups, and other assignments.
- Utilize navigation tools and safely follow directions while driving and make decisions regarding traffic situations, emergencies on the road, to adjust routes as needed.

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
1.	Drives and operates all department fleet vehicles in a safe manner to various City facility locations.	Daily/Several Times
2.	Drives multi-stop delivery routes, including physically loading materials into and out of a vehicle (i.e., books, furniture, audio/visual material, interagency mail and collection money).	Daily/Several Times
3.	Receives goods from vendors or interdepartmental deliveries; checks items for proper condition, quantity, and description; records and checks against purchase orders, shipping orders, or other documents.	Daily/Several Times

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<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
4.	Unpacks, sorts, and /or stocks items in appropriate warehouse areas in a safe manner; posts and records; conducts routine inventories; may ship material.	Daily/Several Times
5.	Operates and uses equipment such as trucks, fork lifts, manual shift two-ton delivery trucks, vans, pallets, jacks, carts, and similar equipment to move and warehouse stock items.	Daily/Several Times
6.	Performs the delivery of stock items, mail, and office furniture to various locations.	Daily/Several Times
7.	Maintains records and reports such as transportation logs, inventory and workplace safety and vehicle reports.	Daily
8.	Issues general stock or specialized supply items, maintains inventories, orders a variety of commodities, or specialized equipment and completes records and documentation for transactions.	Weekly
9.	Makes pickups for recycle surplus goods and records retention program.	Weekly
10.	If assigned to departmental program support, may perform support role including but not limited to: moving equipment and furniture for programs, events; helping with set up for program/events, including putting out supplies; turning on equipment such as laptops or tablets and notify program staff if equipment does not power on; assisting with distributing materials to participants.	Weekly
11.	If assigned to departmental program support, may provide basic information during programs and/or events as needed including, but not limited to: greet arriving customers; providing basic information and directions; distribute schedule of upcoming activities, if such information is requested.	Weekly
12.	May determine material requirements from general item descriptions or from blueprints or specifications, may contact vendors to determine availability of parts and equipment.	As Required
13.	Takes inventories, posts stock received and issued where appropriate and completes, stores requisitions or similar documents.	As Required
14.	Marks, arranges, and catalogues items for City auctions.	As Required
15.	Advises departments in identifying and specifying items for order.	As Required
16.	Stores, retrieves, purges, and destroys records for the record retention program.	As Required
17.	Ensure proper HAZMAT disposal with correct labels and documentation, inspect container for leaks and spillage, and communicate with the vendor to pick up the hazardous waste on-time.	As Required
18.	Assembling, and maintaining of basic office furniture	As Required
19.	Performs other related work as required.	As Required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

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**PHYSICAL/ENVIRONMENTAL ELEMENTS**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Communicate efficiently in person and over the telephone or radio, and email;
- Maintain professional demeanor during interactions with staff, customers and the public.

When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Perform basic data entry and utilize basic office computer programs
  
- Be exposed to moderate noise levels and controlled temperature conditions.

When assigned to fieldwork, possess ability to:

- Maintain strength, stamina, and mobility to perform medium to heavy physical work;
- Lift, carry, push, and pull materials and objects averaging a weight of 50 pounds, or heavier weights, in all cases with the use of proper equipment;
- Identify problems or hazards, work in confined spaces and around machines, and climb/descend ladders;
- Operate, inspect, and repair varied hand and power tools and construction equipment;
- Operate a motor vehicle and visit various City sites;
- Operate hand trucks, dollies, platform lifts and other mechanical and electrical lift equipment for loads exceeding 50.
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances, fumes, dust, and air contaminants.

**CLASSIFICATION HISTORY** *Created 3/80, Rev. 2/90, Rev. & Ret. 10/91 (formerly Stock Clerk/Sr. Stock Clerk), Rev. 4/92, 9/97, 10/20 ; 1511s003*