



Stockkeeper/Storekeeper

Occupational Family/Code – Program Support: PSK

Profile created: 2002 09

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Stockkeepers/Storekeepers identify and order products from outside suppliers using manuals and catalogues as well as update and maintain automated inventory tracking systems. They issue, receive and source inventory and non-inventory items, manage yearly inventory taking process and balance results against automated records. Stockkeepers/Storekeepers review tender submissions from suppliers and recommend suitable vendors, process invoices, reconcile statements and distribute them for payment. They also pickup and deliver parts and operate equipment such as a fork lift, front end loader or trucks. They respond to inquiries regarding policies, procedures and financial guidelines related to purchasing, supplies, CVA's and equipment specification. Stockkeepers/Storekeepers are required to perform moderate to heavy lifting to distribute products both indoors and outdoors and are required to have a class 5 operators license with the ability to upgrade to a 1A.

Stockkeepers'/Storekeepers' knowledge is typically gained through successful completion of a relevant Journeyman trade.

Duties are normally performed in the shop environment but overnight travel to other locations in the province is occasionally required.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of Occupational Health and Safety regulations and relevant acts, legislation, policies and procedures related to warehousing/shipping and transportation of dangerous goods. **(Bring/Learn)**
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Theories/Principles

- Knowledge of contracting principles related to purchasing/procurement. **(Bring/Learn)**
 - Knowledge of theories, principles and practices related to mechanical repairs. **(Bring)**
 - Knowledge of inventory management principles and practices. **(Bring)**
 - Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisor only/Learn)**
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Technical

- Knowledge of office administrative procedures, protocols and office equipment. **(Bring/Learn)**
- Knowledge of ministerial industry programs, processes and specialized terminology. **(Bring/Learn)**
- Knowledge of all types of transportation industry parts, part applications and the location of parts. **(Bring)**

Knowledge of parts sourcing, purchasing and inventory storage systems. **(Bring)**



Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/ developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to listen, accurately comprehend and verbally, and in writing, respond to inquiries from clients, other agencies or the general public providing clear, concise information and directions. **(Bring)**

Personal attributes which may link with this skill statement include: decisive, accurate, focused...

- Ability to ask clear and concise questions in order to obtain relevant information from clients or suppliers and relay complete and accurate messages to appropriate persons, respond appropriately, redirect to pertinent ministry, agency or service. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, attention to detail, client service oriented...

- Ability to liaise with other agencies, staff, ministries and the public to obtain, exchange, co-ordinate or confirm information while maintaining confidentiality and staying within policies and procedures. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: co-operative, assertive, diplomatic...

- Ability to read, understand and apply instructions identified in instructional manual, policies and guidelines (i.e.: SPMC Customer Guide to Procurement Services, Guide to Delegation Manual). **(Bring/Learn)**

Personal attributes which may link with this skill statement include: accurate, decisive, attention to detail...



- Ability to clearly facilitate training sessions and/or meetings to promote a better understanding of programs and information. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: confident, calm, self-motivated...

- Ability to accurately, concisely and in a timely manner, compose, record, proofread and/or edit a variety of correspondence. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: accurate, creative, focused...

Leadership

- Ability to clearly communicate information to individuals or groups to enhance their knowledge about purchasing policies, programs, procedures and computer operations and other work related job duties. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: fair, diplomatic, sensitive...

- Ability to objectively and accurately evaluate and provide feedback regarding employee performance to help others achieve success in their work. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: fair, compassionate, confident...

- Ability to lead, guide, coach, advise and encourage co-workers and/or assigned staff to establish and maintain a harmonious and co-operative work environment. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: confident, creative, perceptive...

- Ability to assign work to employees, taking into consideration employees' workloads and skills and the work that needs to be accomplished. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: confident, creative, perceptive...



- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination.

(Bring - Supervisor only/Learn)

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...

Problem Solving

- Ability to identify, clarify and analyze relevant issues, concerns or problems to provide options/recommendations and implement solutions in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: creative, perceptive, client service oriented...

- Ability to collect, record and analyze relevant data to make accurate and timely decisions on a variety of issues. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, attention to detail...

Interpersonal

- Ability to establish and maintain open and honest work relationships with other agencies, staff, ministries, and the general public to obtain, exchange, co-ordinate and/or confirm information. **(Bring)**

Personal attributes which may link with this skill statement include: honest, creative, diplomatic...

- Ability to diplomatically facilitate a discussion of relevant issues and mediate a mutually agreeable or workable solution with a wide variety of people who may be difficult or confrontational. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: diplomatic, creative...

- Ability to influence, persuade or convince others to reach mutually acceptable or workable solutions/agreements. **(Bring)**

Personal attributes which may link with this skill statement include: positive, diplomatic, calm...



- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisor only/Learn)**

Personal attributes which may link with this skill statement include: welcoming, objective, understanding...

Team/Independence

- Ability to work independently and/or as a contributing member of a variety of teams to complete work assignments, achieve common goals and contribute towards a positive work environment. **(Bring)**

Personal attributes which may link with this skill statement include: diplomatic, positive, self motivated...

Organizational

- Ability to accurately and in a timely manner, coordinate and/or schedule appointments, meetings and equipment pick ups and delivery. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: accurate, attentive to detail...

- Ability to accurately compile, sort and distribute high volumes of incoming and outgoing mail and/or parts/supplies/inventory in a timely manner. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: accurate, attentive to detail, client service oriented...

- Ability to independently assess/establish/assign/adjust your own and/or other's workloads taking into consideration changing priorities, tight deadlines and constant interruptions. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, fair, creative...



- Ability to independently assess, establish and adjust and/or accurately complete multiple tasks while taking into consideration task complexity, frequent interruptions, deadlines/quota, available resources and multiple reporting relationships. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: flexible, fair, creative...

- Ability to precisely plan, schedule and coordinate travel logistics for meetings and parts delivery and pick up according to prearranged time frames. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: accurate, creative...

- Ability to find, purchase, maintain and organize inventory such as parts, office supplies and/or equipment to ensure adequate resources are available. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, attentive to detail...

Analytical

- Ability to compile analyze, evaluate relevant information in response to inquiries, produce detailed reports and make recommendations and/or identify solutions. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: attentive to detail, perceptive...

- Ability to thoroughly evaluate, recommend and/or implement improvements to a variety of administrative systems to improve efficiency in the workplace. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: perceptive, attentive to detail...

- Ability to accurately reference, interpret and appropriately apply acts and regulations, contracting principles, policies and guidelines to daily operations. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, focused...



- Ability to search and assess information and other data, to develop reports and/or make decisions about purchasing and inventory management to make optimum business decisions. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: accurate, focused...

Technical

- Ability to accurately file, retrieve and maintain hard copy and electronic files in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, attentive to detail...

- Ability to input, update, edit, retrieve, maintain, merge, format and transmit information/data using a variety of hardware, software and/or electronic systems with speed and accuracy. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, attentive to detail...

- Ability to accurately perform mathematical calculations to balance invoices, budgets, petty cash, procurement cards. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, attentive to detail...

Safety/Stress/Security

- Ability to apply the principles of standard precautions and proper safety practices according to established protocols, safety guidelines and existing legislation to protect self, co-workers, the public and the environment. **(Bring)**

Personal attributes which may link with this skill statement include: focused, calm...

- Ability to responsibly receive, handle, label, document and store hazardous materials within established guidelines. **(Bring)**

Personal attributes which may link with this skill statement include: focused, accurate, attentive to detail...



- Ability to recognize symptoms of stress in self and others and take steps to minimize its impact and ensure good health and well being. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: perceptive, focused, calm...

- Ability to quickly and accurately assess and respond to potentially volatile and dangerous situations in order to ensure the safety of self and/or others. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: perceptive, focused, calm...

- Ability to safely load and unload inventory from transport vehicles using equipment such as a fork lift, front-end loader and/or hyster. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: focused, attentive to detail, calm...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Stockkeeper/Storekeeper include:

To Be...

- accurate
- approachable
- assertive
- diplomatic
- fair/open-minded/objective
- trustworthy
- calm
- self-motivated
- positive
- respectful
- objective
- equitable
- courteous
- compassionate/understanding
- sensitive
- focused
- patient
- organized
- positive
- persistent
- approachable
- welcoming
- supportive
- empathetic
- confident
- co-operative
- client service oriented
- flexible/adaptable
- perceptive
- team player
- tactful
- attentive to detail
- accommodate individual differences

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