



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### STOCK CLERK AND ORDER FILLER SUPERVISOR

| <u>Class Title</u>                      | <u>Class Code</u> | <u>Pay Band</u> | <u>Alt Pay Band*</u> |
|---|-------------------|-----------------|----------------------|
| Stock Clerk and Order Filler Supervisor | R5081S            | 40              |                      |

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### **Purpose**

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees\*\*, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. Receives, stores, and issues sales floor merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders. May mark prices on merchandise and set up sales displays.

#### **Nature of Work**

The Stock Clerk and Order Filler Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and receives merchandise in stores, warehouses, stockrooms, and other storage facilities; unpacks it; marks items with identifying codes, such as price, stock, or inventory control codes; stock shelves; and helps customers with their packages. Order fillers complete customers mail, Web, and phone orders by retrieving the ordered merchandise, computing the prices and recording the sale, and preparing it for shipment. Most jobs are physically demanding and may result in minor muscle ailments, scrapes, or other injuries. In retail establishments, evening and weekend hours are common.

#### **Distinguishing Characteristics**

*The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

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- Writes in a clear and concise manner.
- Employees in this Role are responsible for procurement, development and/or implementation of inventory and tracking systems for supplies and materials.
- Employees organize and monitor effective storeroom, warehouse, and distribution center operations.

### **Recommended Education and Experience for Full Performance\*\*\*:**

High school diploma or GED and one (1) year of related experience in shipping and/or receiving, **six (6)** months of which must be supervisory.

### **Minimum Qualifications**

Eighth grade education plus an additional one (1) year of experience in shipping and/or receiving.

### **Knowledge and Skills**

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

#### **Knowledge**

**Leadership** - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

**Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

#### **Skills**

**Leadership** - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Speaking** — Talking to others to convey information effectively.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Service Orientation** — Actively looking for ways to help people.

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**Time Management** — Managing one's own time and the time of others.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Exempt.

**Bargaining Unit:** Not covered

**Established:** 04/27/2012      **Revised:**

*\*\*Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

*\*\*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*