

# Materials Management



**The Materials Management training program is designed to meet the entry-level workforce needs of any business that employs stock clerks, shipping & receiving clerks, and/or retail salespeople.**

## **Expectations & Requirements**

**While on the job, you will be expected to display the following traits at all times:**

- Punctuality and dependability
- Attention to detail and accuracy
- Cooperation
- Ability to actively listen
- Capacity to communicate effectively
- Self-control

## **LEARNING OBJECTIVES**

- Answer customer questions about merchandise and advise customers on merchandise selection.
- Stamp, attach, or change price tags on merchandise, referring to price list.
- Stock shelves, racks, cases, bins, and tables with new or transferred merchandise.
- Compare merchandise invoices to items actually received to ensure that shipments are correct.
- Itemize and total customer merchandise selection at checkout counter, using cash register, and accept cash or charge card for purchases.
- Transport packages to customer vehicles.
- Take inventory or examine merchandise to identify items to be reordered or replenished.
- Receive, open, unpack and issue sales floor merchandise.
- Clean display cases, shelves, and aisles.
- Design and set up advertising signs and displays of merchandise on shelves, counters, or tables to attract customers and promote sales.
- Pack customer purchases in bags or cartons.
- Requisition merchandise from supplier based on available space, merchandise on hand, customer demand, or advertised specials.

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## Minimum Entrance Requirements

Students wishing to enter the Materials Management training program must have a minimum academic grade level of 6<sup>th</sup> grade or higher in reading and basic math skills. Students should also be able to walk, stand, stoop, squat, and bend for moderate to prolonged periods of time, as well as be able to lift and carry 10lbs frequently and 50lbs occasionally. They should also be able to tolerate extreme temperatures, dust, allergens, noise, and chemicals. They should have good communication skills, vision, and functional use of hands, arms, prosthetics, and/or arm stick devices.

## Course Duration and Sequence

Students wishing to enter the Materials Management training program should expect to spend between 3 to 6 months or 360 to 720 hours in training.

*Please note that, with the addition of ancillary services as well as individual pace, student completion timelines will vary.*

## Career Options

Upon completion of the Materials Management training program, students will be ready to obtain entry-level employment in any of the following areas: Stock Clerk, Shipping & Receiving Clerk, and/or Retail Sales.

- **Stock Clerk:** Stocks supplies and/or merchandise; attaches identification information to products, items, and/or containers; discusses goods and/or services information with customers; inspects shipments to ensure correct order fulfillment; calculates costs of goods and/or services; collects deposits, payments, and/or fees; delivers items; orders materials, supplies, and/or equipment; monitors inventories of products and/or materials; distributes materials to employees and/or customers; receives shipments; cleans facilities and/or equipment; packages objects for shipping; and performs other tasks as assigned.

- **Shipping & Receiving Clerk:** Examines shipment contents and compares with records, such as manifests, invoices, or orders, to verify accuracy; records shipment data, such as weight, charges, space availability, damages, or discrepancies, for reporting, accounting, and/or recordkeeping purposes; prepares documents, such as work orders, bills of lading, or shipping orders, to route materials; confers or corresponds with establishment representatives to rectify problems, such as damages, shortages, or nonconformance to specifications; packs, seals, labels, and/or affixes postage to prepare materials for shipping, using hand tools, power tools, or postage meter; contacts carrier representatives to make arrangements for shipping and delivery of materials; delivers or routes materials to departments using hand-truck, conveyor, and/or sorting bins; requisitions and stores shipping materials and supplies to maintain inventory of stock; determines shipping methods, routes, and/or rates for materials to be shipped; computes amounts, such as space available, shipping, storage, or demurrage charges, using computer and/or price list; compares shipping routes or methods to determine which have the least environmental impact; and performs other tasks as assigned.

- **Retail Sales:** Completes order receipts; obtains merchandise from bins and/or shelves; reads orders to ascertain catalog numbers, sizes, colors, and quantities of merchandise; places merchandise on conveyors leading to wrapping areas; keeps records of out-going orders; computes prices of items or groups of items; requisitions additional materials, supplies, and/or equipment; and performs other tasks as assigned.

All students enrolled in the Materials Management training program will have the opportunity to obtain the 10-Hour OSHA General Industry Safety certification.

Upon completing the Materials Management training program, students may go on to work in a multitude of places including, but not limited to warehouses, wholesalers, various retail stores, shipping & receiving companies, storage yards, etc.

