City of Saint Paul
Stores Job Family Competency Matrix

(Each competency builds upon the other as the class series progresses.)

Effective Date: July 20, 2009

Classification Titles	Stores Assistant Occupation Code: 418B EG 01, Grade 022 Salary Info	Storekeeper Occupation Code: 433 EG 01, Grade 028 Salary Info	Storeroom Supervisor Occupation Code: 541 EG 01, Grade 032 Salary Info
General Duty Statement	Performs full-performance clerical and manual work involving the ordering, receiving, picking up, delivering, storing, and issuing of materials, equipment, and supplies. Receives and processes work orders or material and supply requests. Inspects, stores, and issues equipment, materials and supplies. Assists with physical inventory. Prepares and processes vendor invoices and other billings. Maintains a variety of storekeeping records and files. Assists in preparing periodic reports and statistics. Maintains Material Data Safety Sheets for supplies, if required. Helps keep storeroom neat, clean, and orderly. Performs other related duties and responsibilities as required.	Performs advanced-level support and manual work involving the ordering, receiving, storing, and issuing of materials, equipment, and supplies. Orders supplies, commodities, materials, tools, and equipment. Receives, stocks, issues, and delivers a variety of supplies, materials, tools, and equipment. Inspects supplies and materials to ensure compliance with purchase specifications. Contacts or receives vendors to discuss new products to resolve claims. Conducts periodic, special, or perpetual stock inventory. Maintains vendor product information; meets with vendors regarding new products or to resolve issues. Analyzes user comments to provide assistance, improve efficiency, and reduce costs. Keeps storeroom neat, clean, and orderly. Answers customer questions and handles problems. Performs other related duties and responsibilities as required.	Performs expert-level support, manual, and lead work involving regulating, coordinating, and monitoring supplies, equipment, or other materials. Coordinates stock receiving and distribution. Controls the distribution of stock within the supply inventory. Reconciles inventory counts. Initiates and regulates action leading to cataloging, identification, procurement, maintenance, or disposal of items or materials. Acts as a liaison with requisitioners, supply organizations, other technical services, and transportation providers. Computes material requirements and forecasts to determine that funds and quantities needed are available. Reviews work plan programs, schedules, and other planning data. Evaluates materials received against manufacturer specifications and terms and conditions of the purchase specifications. Performs other related duties and responsibilities as required.
Supervision Received	Works under the close supervision of a unit supervisor.	Works under the technical supervision of a unit supervisor.	Works under the technical, general, and/or administrative supervision of a unit or division manager.
Supervision Exercised	None.	May guide or orient lower-level support, technical, or professional staff.	Exercises technical supervision over lower-level support, technical, or professional staff.

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Technical Expertise	Demonstrates an understanding of the full range of terms, principles, regulations, and procedures associated with storekeeping practices related to ordering and issuing materials, supplies, and inventories. Demonstrates an understanding of equipment, materials, supplies, and tools used in the operation. Demonstrates an ability to apply this understanding to resolve routine issues and challenges associated with daily assignments. Demonstrates an ability to use a full range of current and modern job-related equipment, software applications, and best practices. Demonstrates an ability to appropriately utilize these job-related tools and equipment to achieve desired results for the assigned work. Demonstrates an ability to identify basic risk and liability issues, resolve routine issues, and refer more complex issues to managerial personnel. Demonstrates a full understanding of how to independently perform more complex clerical functions: conducting computations, compiling data and reports, preparing audit reports, handling difficult complaints, and completing complex forms and documents with speed, accuracy, and professionalism. Demonstrates an ability to lift equipment, tools, and supplies of up to 50 pounds, maneuver them around obstacles and under adverse conditions. Demonstrates an ability to perform routine storekeeping and administrative functions. Demonstrates an ability to learn how to use a forklift in the operation of their daily work assignments.	Demonstrates an advanced understanding of the full range of terms, principles, regulations, and procedures associated with storekeeping practices related to ordering and issuing materials, supplies, and inventories. Demonstrates an advanced understanding of equipment, materials, supplies, and tools used in the operation. Demonstrates an ability to apply this understanding to resolve routine to complex issues and challenges associated with daily assignments. Demonstrates an advanced ability to use a full range of current and modern job-related equipment, software applications, and best practices. Demonstrates an ability to appropriately utilize these job-related tools and equipment to achieve desired results for the assigned work. Demonstrates an ability to identify routine to more complex risk and liability issues, resolve routine issues, and refer more complex issues to managerial personnel. Demonstrates an advanced understanding of how to independently perform storekeeping responsibilities, conducting research, thinking analytically, performing complex calculations, generating detailed and technical reports, and maintaining departmental, system-wide processes and procedures with speed, accuracy, and professionalism. Demonstrates an ability to lift equipment, tools, and supplies of up to 50 pounds, maneuver them around obstacles and under adverse conditions. Demonstrates an advanced ability to perform routine to more complex storekeeping and administrative functions. Demonstrates an ability to learn how or to use a forklift in the operation of their daily work assignments.	Demonstrates an expert understanding of the full range of terms, principles, regulations, and procedures associated with storekeeping practices related to ordering and issuing materials, supplies, and inventories. Demonstrates an expert understanding of equipment, materials, supplies, and tools used in the operation. Demonstrates an ability to apply this understanding to resolve the most complex issues and challenges associated with daily assignments. Demonstrates an expert ability to use a full range of current and modern job-related equipment, software applications, and best practices. Demonstrates an ability to appropriately utilize these job-related tools and equipment to achieve desired results for the assigned work. Demonstrates an ability to identify the most complex risk and liability issues, resolve routine issues, and refer more complex issues to managerial personnel. Demonstrates an expert understanding of how to independently perform storekeeping responsibilities, conducting research, thinking analytically, and performing complex calculations, to produce complex reports and other data. Demonstrates an ability to lift equipment, tools, and supplies of up to 50 pounds, maneuver them around obstacles and under adverse conditions. Demonstrates an expert ability to perform the most complex and non-routine storekeeping and administrative functions. Demonstrates an ability to learn how or to use a forklift in the operation of their daily work assignments.

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Classification Titles	Stores Assistant	Storekeeper	Storeroom Supervisor
Project Management, Prioritization, Problem Solving and Planning	Demonstrates an understanding of how to prioritize, plan, and organize projects on the basis of necessity and utilize the appropriate methods to ensure desired results and successful completion within the project's scope, budget, and time frame. Demonstrates an ability to plan and organize tasks effectively, efficiently, and consistently. Demonstrates a full ability to quickly adapt to changes in time frames. Demonstrates an ability to self manage one's time and appropriately prioritize work assignments, knowing when to request assistance from supervisors. Demonstrates an ability to handle and resolve routine and non-routine conflict and issues. Demonstrates an ability to organize information with complex detail. Demonstrates an ability to manage the acquisition of desired office materials and resources, anticipating needs. Demonstrates an ability to manage assignments and exercise independent judgment when performing assignments with limited direction.	Demonstrates an advanced understanding of how to prioritize, plan, and organize multiple projects simultaneously on the basis of importance and utilize the appropriate methods to ensure desired results and successful completion within the project's scope, budget, and time frame. Demonstrates an advanced ability to consistently and effectively organize and plan work independently with limited direction and quickly adapt to changes in time frames. Demonstrates an advanced ability to self manage one's time and appropriately prioritize work assignments, knowing when to request assistance from supervisors. Demonstrates an advanced ability to handle and resolve controversial issues by analyzing the problem and establishing creative solutions. Demonstrates an advanced ability to organize detailed, technical, complex, and confidential information. Demonstrates an advanced ability to make decisions and allocations independently regarding matters within one's area of specialization.	Demonstrates an expert understanding of how to prioritize, plan, coordinate, organize, lead, and monitor, multiple organizational projects of a complex nature simultaneously. Demonstrates an ability to determine a project or assignment's importance using independent judgment. Demonstrates an ability to utilize appropriate methods to ensure desired results and successful completion within the project's scope, budget, and time frame. Demonstrates an expert ability to independently, consistently, and effectively organize and plan complex work and quickly adapt to changes in time frames. Demonstrates an expert ability to self manage one's time and appropriately prioritize work assignments, knowing when to request assistance from supervisors. Demonstrates an expert ability to identify problems associated with the work of a departmental storeroom. Demonstrates an ability to conduct research and analyze issues related to the problems, and address the issues which have surfaced by offering creative solutions to solve the organizational issues. Demonstrates an expert ability to thoroughly organize detailed, complex, and confidential information. Demonstrates an expert understanding of how to identify appropriate resources and materials and manage the acquisition of the desired resources and materials by demonstrating a full awareness of organizational needs. Demonstrates an expert understanding of how to coordinate and administer a storeroom support function by reviewing, discussing, monitoring, developing, and/or recommending changes to organizational systems, processes, rules, methods, policies, and procedures.

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Communication	Demonstrates an ability to interact and communicate effectively and tactfully with others in all situations through clear speech and/or concise writing. Demonstrates an ability to listen and follow highly-detailed oral and written instructions. Demonstrates an ability to use varied methods of communication and determine the appropriate method one should use when communicating with internal and external customers. Demonstrates an understanding of communication techniques and has the ability to collect data, draft correspondence, and produce written communications easily understood by the intended audience or convey issues orally. Demonstrates an ability to ask questions, provide technical information, develop and communicate solutions, and make appropriate recommendations.	Demonstrates an advanced ability to interact and communicate effectively, tactfully, and respectfully with others in all possible situations through clear speech, and/or concise writing. Demonstrates an advanced ability to listen and follow moderately-complex oral and written instructions consistently. Demonstrates an advanced ability to use varied methods of communication and determine the most appropriate method of communication by assessing the current situation and utilizing independent judgment. Demonstrates an advanced understanding of communication techniques and has the ability to accurately convey complex issues, facts, information, and/or ideas through written correspondence and speech. Demonstrates an advanced ability to ask questions, provide technical information, develop and communicate solutions, coordinate discussion, make appropriate recommendations, and encourage other co-workers to ask questions and make recommendations. Demonstrates an advanced ability to influence, persuade, and advocate for important work unit, division, office, or department issues.	Demonstrates an expert understanding of how to interact and communicate with internal and external customers effectively, tactfully, and respectfully in all possible situations through clear speech and/or concise writing. Demonstrates an expert understanding of how to listen and follow highly-complex oral and written instructions consistently. Demonstrates an expert understanding of how to use varied methods of communication and independently determine the most appropriate method of communication by assessing the current situation and customizing the interaction method accordingly. Demonstrates an expert understanding of appropriate communication techniques and has the ability to accurately convey complex, system-wide facts, information, and/or ideas in written correspondence and speech. Demonstrates an expert ability to ask questions, provide technical information, develop and communicate solutions, coordinate discussion, make appropriate recommendations, and encourages other employees to provide feedback and offer recommendations. Demonstrates an expert ability to influence, persuade, and advocate for important organizational issues specific to a larger office or department.

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Teamwork, Leadership, and Management	Demonstrates an ability to be an effective team member by exhibiting self motivation, supporting other employees in handling complex tasks, interacting effectively with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon time lines. Demonstrates an ability to model these behaviors within the organization. Demonstrates an ability to exhibit leadership qualities such as adaptability, flexibility, punctuality, and accountability through quick, effective responses to change and an ability to effectively monitor one's own progress. Demonstrates an understanding of specific roles, responsibilities, and expectations within the organization and uses this knowledge to support the team effort. Demonstrates an ability to serve on a department task force or committee to produce desired results.	Demonstrates an advanced ability to be an effective team member by providing direction for the team, delegating work, giving constructive feedback, contributing willingly to the team effort, supporting other employees in handling organizational tasks, initiating problem solving, and acquiring the resources needed to complete tasks. Demonstrates an advanced ability in exhibiting leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change and an ability to effectively monitor one's own progress or progress of team members when leading office assignments or projects. Demonstrates an advanced understanding of specific roles, responsibilities, and expectations within the organization and uses that understanding to establish effective relationships with co-workers conducive to increased productivity. Demonstrates an advanced ability to guide lower-level support staff within a work unit, orienting staff to the work to be performed. Demonstrates an advanced ability to effectively serve on or facilitate task forces, teams, and committees to produce desired results.	Demonstrates an expert ability to be an effective team member by modeling desired behavior, accepting assignments willingly and completing them within agreed upon time frames. Demonstrates an ability to encourage individual participation and creativity within a team by supporting others. Demonstrates an ability to accept responsibility as a team leader, delegating assignments, motivating others, providing constructive feedback, and managing conflict effectively within the team. Demonstrates an expert ability in exhibiting leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change and an ability to effectively monitor one's own progress along with the progress of team members when leading complex office or department assignments and projects. Demonstrates an expert understanding regarding specific roles, responsibilities, and expectations within the organization and uses that understanding to establish effective relationships with co-workers conducive to productivity and the obtainment of desired results. Demonstrates an expert ability to lead support staff by providing training, delegating assignments, providing direction, coaching and evaluating others and adhering to general performance management guidelines. Demonstrates an expert ability to effectively represent the department by serving on or leading a system-wide task force or committee to produce desired results.

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Customer Service	Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions. Demonstrates an ability to assist others by identifying customer needs, responding to requests where a considerable amount of knowledge is required, and directing requests to the appropriate individual if an answer is unknown. Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement.	Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions. Demonstrates an advanced ability to assist others by identifying customer needs, responding to controversial questions or questions of policy, and directing requests to the appropriate individual when necessary. Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement. Demonstrates an advanced ability to act as a resource to other employees in order to resolve customer service issues by assisting others in promoting effective customer service delivery strategies.	Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions. Demonstrates an expert ability to identify the needs, develop customer service improvement strategies, and evaluate changes in customer service delivery strategies in order to improve systemic and organizational service for larger departments and offices. Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement. Demonstrates an expert ability to act as a resource to others in resolving customer service issues for a larger department or office by guiding, coaching and training others in effective customer service strategies. Demonstrates customer service standards for responsiveness, empathy, honesty, respectfulness, and acknowledgement.

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Requirements			
Classification Titles	**Stores Assistant** **Occupation Code: 418B** **EG 01, Grade 022**	**Storekeeper** **Occupation Code: 433** **EG 01, Grade 028**	**Storeroom Supervisor** **Occupation Code: 541** **EG 01, Grade 032**
Education, Certificates, and Registrations	High School Diploma or General Education Development (GED) Certificate and two (2) years of experience as an Office Assistant II or equivalent. Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.	High School Diploma or General Education Development (GED) Certificate and two (2) years of experience as a Stores Assistant or equivalent. Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.	High School Diploma or General Education Development (GED) Certificate and two (2) years of experience as a Storekeeper or four (4) years of experience as a Stores Assistant, Office Assistant III in a storehouse, or equivalent. Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded. **Fire and Safety Services, Parks and Recreation, and Saint Paul Regional Water Services candidates:** Must obtain twelve (12) college semester credits, three (3) college semester credits must be in supervisory management, within three (3) years of appointment. Acceptable college semester credits include: Accounting, supervisory management, mathematics, computer science, communications, public works administration, and technical/business writing.

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