



United States
Office of Personnel Management

FWS Job Grading Standard for

Store Worker

6914

TS-22, 9/72

**Workforce Compensation and Performance Service
Classification Programs Division
June 1998, HRCD-5**

WORK COVERED

This standard covers nonsupervisory work involved in handling, marking, and preparing displays of merchandise or other items for selection by customers. This requires skill in observing, counting, and maintaining stock levels, and in matching names, codes, numbers, or sizes of items on shelves or counters to lists on which these items are shown. Workers acquire and use a knowledge of the various kinds, sizes, and locations of stocked items, and how they should be displayed. They also use knowledge of the general characteristics of items handled in recognizing obvious poor or unacceptable quality or in identifying items by type, kind, or variety for pricing.

WORK NOT COVERED

The following kinds of work are not covered by this standard:

- Receiving, bulk storing, shipping, or issuing supplies, materials, and equipment in a warehouse. (See the job grading standard for [Materials Handler, 6907](#).)
- Unloading incoming boxes, supplies, and materials from trucks and cars; moving stock by handtruck or dolly; and opening crates and boxes. (See the job grading standard for [Laborer, 3502](#).)
- Advising on the fit of wearing apparel and marking needed alterations. (See the [Fabric and Leather Work Family 3100](#).)
- Operating meat grinders and slicers and providing advice such as the number of pounds of meat needed to serve a specific number of people. (See the job grading standard for [Meatcutter, 7407](#).)
- Operating a cash register to list and total the prices of purchased items, preparing sales slips, maintaining price lists and inventory records, and other clerical work described in the position-classification standard for the [GS-2091 Sales Store Clerical Series](#).

TITLES

Jobs covered by this standard are to be titled *Store Worker*.

GRADE LEVELS

This standard does not describe all possible grade levels for this occupation. If jobs differ substantially from the skill, knowledge, and other work requirements described in the grade levels of the standard, they may be graded above or below these grades based on the application of sound job grading methods.

NOTE TO USERS

The marking and prepackaging of items is not essential for grading in this occupation. The stockhandling work described in this standard is performed in commissaries where meat, produce, grocery, and household supplies are displayed with a selling price. Jobs in other locations may be graded by this standard if they involve skills and knowledge substantially similar to those defined in the WORK COVERED paragraph. A store worker who is assisted by stockers, laborers, or other workers in doing a specific assignment should not be graded as [Leader](#) or [Supervisor](#) unless the intent and requirements of those job grading standards are met.

6914-4**STORE WORKER, GRADE 4****6914-4**

General: Grade 4 store workers do a variety of tasks which require skill in observing, counting, and maintaining stock levels, and in matching names, codes, numbers, or sizes of items on shelves or counters to lists on which these items are shown. Typically, this includes the following:

- Listing items needed and refilling stock on shelves and display counters;
- Checking amounts of items received for display and setting aside those which are obviously of poor or unacceptable quality;
- Weighing items such as meat and produce;
- Marking the proper selling price on a variety of different kinds and sizes of items;
- Moving old stock toward front of shelf or rotating by stamped code date;
- Assisting in inventories by counting stock on hand; and
- Answering customers questions regarding where items are displayed in the store and relaying customers' orders.

Skill and Knowledge: Grade 4 store workers apply a general knowledge of the items being handled, for example:

- In working at a meat counter, they use ability to recognize cuts of meats;
- In working at a produce counter, they apply knowledge of the kinds and varieties of fruits and vegetables; and
- In working with grocery or other items, they apply a knowledge of the brand names and sizes carried by the store.

They use this knowledge in preparing and arranging or stacking items together for safety and neatness of displays. They rotate old stock to the front. In arranging displays, they also recognize and refer to a higher grade worker products which show obvious signs of poor or unacceptable quality such as cracked, leaking, or broken bottles or packages; dented or swollen cans; thawing frozen foods; mold on cheese, etc. When preparing produce items for display, they make judgments in sorting produce by size, in washing or trimming for attractive appearance, and in separating into saleable clusters or quantities.

6914-4**6914-4**

Grade 4 store workers use judgment in comparing the names and sizes of items on shelves, counters, or storage areas to those on order lists and price lists. For example, on the order sheet listing items carried, they indicate the number needed to refill empty spaces or low levels of stock on display. They also use this identifying information to locate items in the storage area. Before placing these items on display, they mark the proper price on each different kind and size; or, for produce or meat which is sold by the pound, store worker identify the item, determine the price per pound by referring to a price list (or memory) and weigh on a computing scale for the total price. They use arithmetic in determining amounts that are on hand for inventories or amounts needed to fill shelves. Grade 4 store workers apply a knowledge of the general layout of the store and location of displays in helping customers to find items on display or in obtaining items for customers from the backup storage area, as rested.

Responsibility: After grade 4 store workers are told the area to which they are assigned and the nature of the work to be done, they carry out repeated assignments with little review during progress of the work. New or unfamiliar procedures are explained, and price changes are provided by the supervisor or indicated on the price list. Completed work is checked to see that instructions have been followed. Grade 4 store workers must be careful to mark prices accurately and clearly and to stack items so they do not create a safety hazard. They must use judgment in assisting customers to locate stock or in relaying customers' orders. They must be alert for and report obvious shortages, damages, or spoiling of incoming items.

Physical Effort: Grade 4 store workers walk, stand, bend, or stoop and move their arms in filling shelves and counters. They lift or move heavy boxes or crates frequently weighing up to 23 kilograms (50 pounds), and occasionally over 23 kilograms (50 pounds).

Working Conditions: Most of the work is performed in store display areas which are well lighted and maintained at a comfortable temperature. Aisles are often crowded with customers and grocery carts. In working in the storage area or loading dock, the store worker may be exposed to hot or cold weather or damp and drafty conditions. Some store workers are frequently exposed to differences in temperatures in storing or obtaining items in refrigerated rooms. There is danger of minor injuries such as cuts, scrapes, and bruises or heat sealer burns.

6914-5**STORE WORKER, GRADE 5****6914-5**

General: In addition to work described at the grade 4 level, grade 5 store workers use judgment in deciding the work to be done in his area on a day-to-day basis; they perform tasks such as the following:

- Determining the proper display area or amount of shelf space for items and how to make room for new products or increased quantities;
- Estimating needed perishable items for which there is a purchase agreement (dairy products or frozen foods) and advising vendor's sales persons or delivery people of adjustments in daily or weekly orders;
- Checking incoming shipments for obvious spoiling or damage, overages, or shortages; reporting differences between amounts indicated on the receiving report and amounts received; signing receiving reports; and
- Keeping supervisor advised of customer preferences, unusual turnover, or the need to increase or decrease stock of particular items.

Skill and Knowledge: Grade 5 store workers need more knowledge of the turnover of items and how they are displayed than grade 4 store workers to plan their work so that items are available as needed and that displays are safely and neatly arranged. For example, in making decisions about how much shelf space to use or how to rearrange displays, they consider the amounts to be displayed, whether the display is to be permanent or for special holiday needs, and other factors such as whether shipments are expected for out-of-stock items. In ordering highly perishable items such as dairy products or frozen foods, they consider customary sales for the day of the week, current inventory, and capacity of display and storage areas. They check incoming shipments, sign receiving reports, and advise supervisor when there are any problems with the shipments. In working with produce, they advise their supervisor when items show signs of spoiling so that the price may be reduced for quick sale. In recommending changes in the amount of stock carried, they use their knowledge of requests received from customers and the turnover of particular items over a period of time. They also answer questions about the stocking or availability of items referred by the lower grade workers.

6914-5**6914-5**

Responsibility: Grade 5 store workers decide the priority of work that needs to be done on a day-to-day basis according to established procedure for his area. In some jobs, they follow procedures for routinely ordering perishable items direct from the vendor. In changing prices, they follow directions from their supervisor or the price list. The supervisor keeps the worker advised on changes in established procedures and checks to see that the work is completed. Grade 5 store workers check to assure that shelves or counters are stocked adequately and neatly and that correct prices are marked on individual items. They use judgment in deciding which items to move or rearrange, and in making similar changes.

Physical Effort: The same as described at [grade 4](#).

Working Conditions: The same as described at [grade 4](#).