

Warehouse Roles & Responsibilities

Role definitions, training checklists, and performance benchmarks by function. Clear roles create accountability, speed, and a path for new hires to be productive on Day 1.

Core Roles

- Receiver: Owns the dock. Checks in POs, counts items, scans to system, directs putaway.
- Putaway Associate: Moves received inventory to assigned bin locations. Scans every placement.
- Picker: Follows WMS-directed pick lists. Single, batch, or wave depending on daily config.
- Packer: Scan-verifies every item at pack station. Selects packaging, prints labels.
- Shipper: Stages packed orders by carrier. Manages end-of-day manifests and pickup coordination.
- Returns Processor: Receives, inspects, grades, and restocks returned items per SOP.

Performance Benchmarks

- Receiver: 95%+ receiving accuracy, same-day processing of all inbound POs.
- Picker: 99%+ pick accuracy, 40+ lines per hour (single), 80+ (batch).
- Packer: 99.5%+ pack accuracy, 25+ orders per hour.
- Overall: 99%+ order accuracy, same-day fulfillment for orders received before cutoff.

Training Checklist (New Hire)

1. Day 1: Warehouse tour, safety orientation, system login, shadowing assigned role.
2. Day 2-3: Supervised practice with scan verification on real tasks.
3. Day 4-5: Independent work with spot-check audits by team lead.
4. Week 2: Full independence. Review performance data and address gaps.

KEY INSIGHT

Role clarity isn't about being rigid — it's about letting the system guide people. When a new hire can be productive on Day 1 because the scanner tells them exactly what to do, that's operational leverage.