

**O*NET OnLine**[Updated 2016](#)**Bright Outlook**

Summary Report for: 43-5081.04 - Order Fillers, Wholesale and Retail Sales

Fill customers' mail and telephone orders from stored merchandise in accordance with specifications on sales slips or order forms. Duties include computing prices of items, completing order receipts, keeping records of out-going orders, and requisitioning additional materials, supplies, and equipment.

Sample of reported job titles: Fulfillment Representative, Inventory Specialist, Order Filler, Order Picker, Order Puller, Packer, Parts Processor, Parts Technician, Picker/Puller, Puller

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Tasks

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- ⊕ Complete order receipts.
- ⊕ Obtain merchandise from bins or shelves.
- ⊕ Read orders to ascertain catalog numbers, sizes, colors, and quantities of merchandise.
- ⊕ Place merchandise on conveyors leading to wrapping areas.
- ⊕ Keep records of out-going orders.

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Tools & Technology

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Tools used in this occupation:

- ⊕ **Articulating boom lift** — Cherry pickers
- ⊕ **Bar code reader equipment** — Barcode scanners
- ⊕ **Belt conveyors** — Conveyor belts
- ⊕ **Box sealing tape dispensers** — Tape guns
- ⊕ **Claw hammer** — Nailing hammers

- ⊕ **Dollies** — Warehouse dollies
- ⊕ **Forklifts** — Stand-up forklifts; Warehouse forklifts
- ⊕ **Hand trucks or accessories** — Convertible hand trucks
- ⊕ **Laser printers** — Computer laser printers
- ⊕ **Notebook computers** — Remote data terminals
- ⊕ **Pallet trucks** — Electric pallet jacks; Manual pallet jacks; Pallet tipper
- ⊕ **Personal computers**
- ⊕ **Postal scales** — Shipping scales
- ⊕ **Radio frequency identification devices** — Handheld radio frequency RF scanners
- ⊕ **Special purpose telephones** — Multiline telephone systems
- ⊕ **Staple guns**
- ⊕ **Strapping dispenser** — Strapping machines
- ⊕ **Tape measures** — Measuring tapes
- ⊕ **Wrapping machinery** — Wrapping equipment

Technology used in this occupation:

- ⊕ **Data base user interface and query software** — Data entry software *
- ⊕ **Electronic mail software** — Email software; Microsoft Outlook *
- ⊕ **Enterprise resource planning ERP software** — SAP software *
- ⊕ **Inventory management software** — Inventory tracking software
- ⊕ **Office suite software** — Microsoft Office software
- ⊕ **Spreadsheet software** — Microsoft Excel
- ⊕ **Voice synthesizer and recognition software** — Voice picking software
- ⊕ **Word processing software** — Microsoft Word

* Software developed by a government agency and/or distributed as freeware or shareware.

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Knowledge

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- ⊕ **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- ⊕ **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ⊕ **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

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Skills

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

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Abilities

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- ⊕ **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- ⊕ **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- ⊕ **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- ⊕ **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- ⊕ **Speech Recognition** — The ability to identify and understand the speech of another person.

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Work Activities

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- ⊕ **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- ⊕ **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
- ⊕ **Interacting With Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- ⊕ **Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- ⊕ **Handling and Moving Objects** — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

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Detailed Work Activities

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- ⊕ Order materials, supplies, or equipment.
- ⊕ Prepare documentation for contracts, transactions, or regulatory compliance.
- ⊕ Read work orders to determine material or setup requirements.
- ⊕ Calculate costs of goods or services.
- ⊕ Package objects for shipping.

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Work Context

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- ⊕ **Face-to-Face Discussions** — 91% responded “Every day.”
- ⊕ **Importance of Being Exact or Accurate** — 62% responded “Extremely important.”
- ⊕ **Contact With Others** — 52% responded “Constant contact with others.”
- ⊕ **Time Pressure** — 60% responded “Every day.”
- ⊕ **Work With Work Group or Team** — 57% responded “Extremely important.”

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Job Zone

Title Job Zone Two: Some Preparation Needed

Education These occupations usually require a high school diploma.

Related Experience Some previous work-related skill, knowledge, or experience is usually needed. For example, a teller would benefit from experience working directly with the public.

Job Training Employees in these occupations need anywhere from a few months to one year of working with experienced employees. A recognized apprenticeship program may be associated with these occupations.

Job Zone Examples These occupations often involve using your knowledge and skills to help others. Examples include sheet metal workers, forest fire fighters, customer service representatives, physical therapist aides, salespersons (retail), and tellers.

SVP Range (4.0 to < 6.0)

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Education

Percentage of Respondents	Education Level Required
---------------------------	--------------------------

- 64  High school diploma or equivalent 
- 10  Some college, no degree
- 9  Less than high school diploma

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Credentials



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Interests

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Interest code: **CR**

-  **Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
-  **Realistic** — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

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Work Styles

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-  **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.
-  **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
-  **Integrity** — Job requires being honest and ethical.
-  **Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
-  **Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

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Work Values

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- ⊕ **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- ⊕ **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
- ⊕ **Working Conditions** — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

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Related Occupations

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- 39-3093.00 [Locker Room, Coatroom, and Dressing Room Attendants](#)
- 43-5053.00 [Postal Service Mail Sorters, Processors, and Processing Machine Operators](#)
- 43-5081.02 [Marking Clerks](#) 🌟 Bright Outlook
- 43-5111.00 [Weighers, Measurers, Checkers, and Samplers, Recordkeeping](#)
- 51-6041.00 [Shoe and Leather Workers and Repairers](#)

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Wages & Employment Trends

Median wages data collected from **Stock Clerks and Order Fillers**.
 Employment data collected from **Stock Clerks and Order Fillers**.
 Industry data collected from **Stock Clerks and Order Fillers**.

Median wages (2014) \$10.99 hourly, \$22,850 annual

State wages



Employment (2014) 1,878,000 employees

Projected growth (2014-2024) ■■■ Average (5% to 8%)

Projected job openings (2014-2024) 689,000

State trends



Top industries (2014) [Retail Trade](#)

[Wholesale Trade](#)

Source: Bureau of Labor Statistics [2014 wage data](#) and [2014-2024 employment projections](#). "Projected growth" represents the estimated change in total employment over the projections period (2014-2024). "Projected job openings" represent openings due to growth and replacement.

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Job Openings on the Web



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Sources of Additional Information

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Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [Material recording clerks](#). Bureau of Labor Statistics, U.S. Department of Labor. *Occupational Outlook Handbook, 2016-17 Edition*.

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