



Warehouse Staff Job Descriptions

Expanded Programme on Immunization

Ministry of National Health Services, Regulations and Coordination,
Government of Pakistan



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Acronyms

CCEM	Cold Chain Equipment Management
EPI	Expanded Programme on Immunization
FEFO	First-Expiry, First-Out
FIFO	First-In, First-Out
KPI	Key Performance Indicator
NPM	National Programme Manager
PER	Performance Evaluation Report
USAID	U.S. Agency for International Development
vLMIS	Vaccine Logistic Management Information System
VVM	Vaccine Vial Monitor
WMS	Warehouse Management System

Foreword

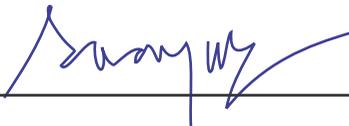
Job descriptions are a versatile management tool that supervisors and staff can use to manage different aspects of performance management, training and employee development, compensation, and recognition and rewards. Each job description for the staff at the EPI Warehouse includes a job title; essential functions and requirements; and the knowledge, abilities, and skills required to perform a specific job successfully. The clearly written job descriptions for the staff at the EPI Warehouse are intended to motivate and track the performance of employees at the warehouse. It is expected that the staff will use these job descriptions to strengthen the operations at the EPI Warehouse Islamabad.

In view of the changing job environment, it is critical that all staff can adapt to technology and revised job requirements.

I would specifically ask the National Programme Manager to ensure the following:

- a. Staff vacancies are filled in a reasonable time, following the stated requisites.
- b. Staff are routinely trained and re-trained, including on-the-job training.
- c. A list of performance indicators are available; this list is used to evaluate each staff person annually.

We wish to convey our sincere appreciation for the technical and financial assistance extended by the U.S. Agency for International Development (USAID) through the USAID | DELIVER PROJECT in Pakistan. They have strengthened the health supply chain logistics systems for the Government of Pakistan and helped develop the job descriptions for the staff at the Federal EPI Warehouse.



Mr. Muhammad Ayub Sheikh
Secretary Health,
Ministry of National Health Services Regulations & Coordination
Islamabad

Acknowledgment

We proudly present the completed version of this manual, which was finished after months of effort. The Federal EPI continues to be the key specialized national facility to distribute vaccines across the country. This facility, with its ever-challenging mandate, can only deliver the desired results if its employees understand their roles and responsibilities within the operating environment of the Federal EPI.

The warehouse staff job descriptions have been made possible through the technical support of the USAID | DELIVER PROJECT. The Ministry of National Health Services, Regulations and Coordination appreciates the time and constructive support of USAID | Pakistan in strengthening, rehabilitating, and upgrading the Federal EPI Warehouse Islamabad to improve the warehouse management system based on international standards.

We also wish to express our appreciation for Dr. Muhammad Tariq, Country Director, USAID | DELIVER PROJECT in Pakistan for his leadership role and his dedicated team for their effort and support in developing the warehouse staff job descriptions.



Dr. Assad Hafeez,
Director General, Ministry of National
Health Services, Regulations & Coordination
Islamabad.



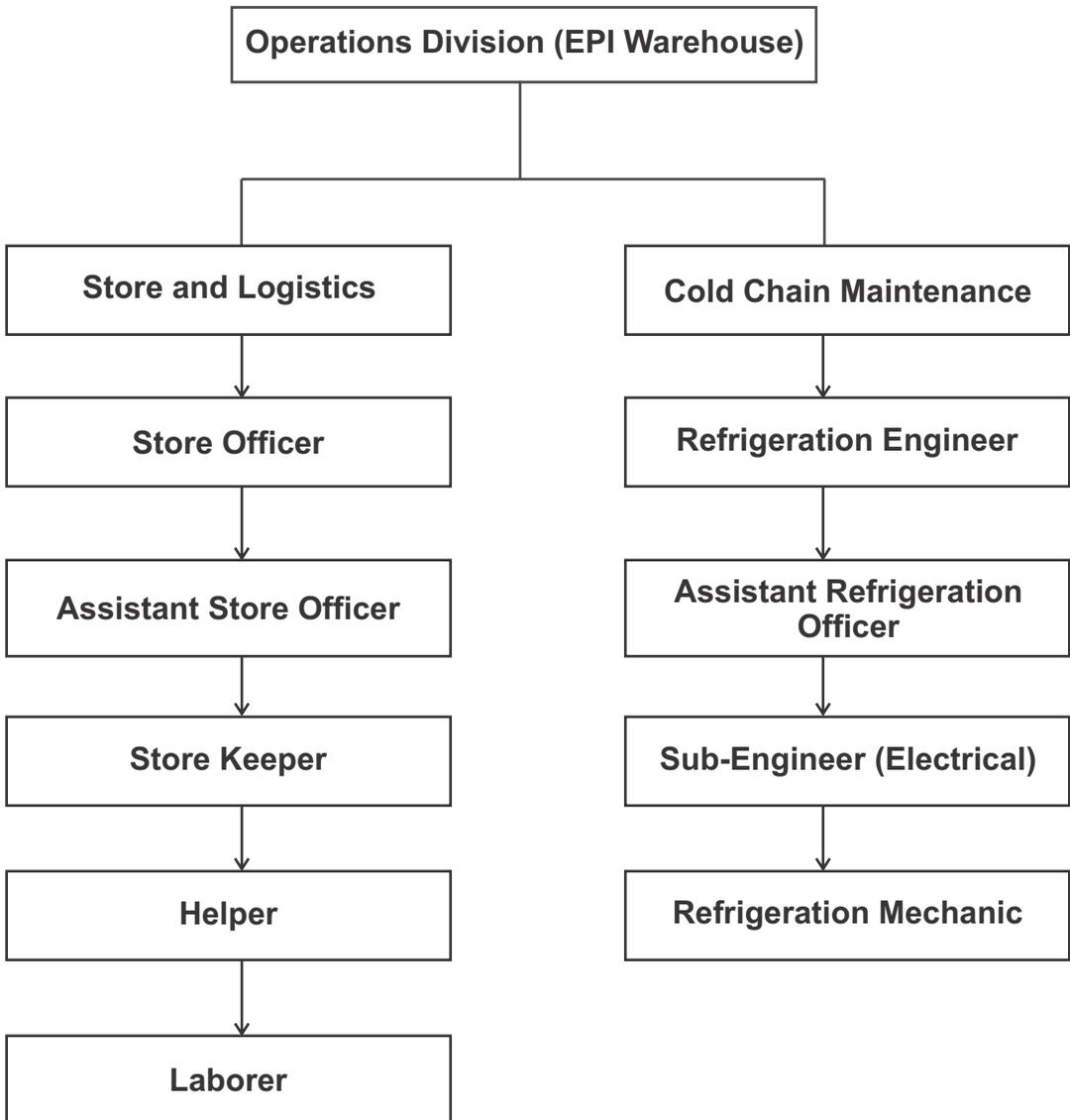
Dr. Syed Saqlain Ahmed Gilani
National Programme Manager
Federal EPI Cell, Islamabad

Introduction

A job description lists the general tasks or functions for a specific job or position, including responsibilities. It may include the name of the supervisor for the position; and specifications, such as the qualifications or skills needed by the person. Therefore, each job description for the staff at the Expanded Program on Immunization (EPI) warehouse has a job title; and details of essential functions and requirements; and the knowledge, abilities, and skills required to successfully perform a specific job. The job description includes performance management, recruitment, and selection; training and development; career and succession planning; organizational design; and remuneration and reward. The job descriptions for the staff at the EPI Warehouse will be helpful in motivating staff and improving their performance, and thereby strengthen the operations at the warehouse in Islamabad.

To accommodate a changing environment, job descriptions will be reviewed and revised as and when required, and they will follow government procedures. Additionally, performance will be measured periodically against set indicators from the job description; the terms of reference will be revised to include additional tasks/responsibilities.

Organizational Structure: Federal Expanded Programme on Immunization (EPI)



Designation: Store Officer (BS-17)

Essential Duties and Responsibilities

- The Store Officer will be responsible to complete all the work connected to the Expanded Programme on Immunization (EPI) Warehouse cold chain and dry store items functions, following the instructions from the Deputy Director, Procurement and Logistics; and set the policy and procedures for the EPI Warehouse.
- For timely receipts and deliveries of vaccines and supplies, prepare a reliable system/setup for an effective and efficient coordination mechanism with multiple stakeholder donors, nongovernmental organizations, national and international suppliers and freight forwarders, and provincial governments.
- Responsible for all warehouse operations activities including shipping and receiving deliveries, coordinating stock, documenting warehouse transactions, maintaining records, and overseeing the storage of surplus inventory.
- Prepare for all pipeline incoming vaccines and get supply delivery schedule from the various donors and shipments internally procured by the Federal EPI; also, prepare the proper logistics and administrative arrangements in advance.
- Do a quality check and apply set quality protocols for vaccines and supplies when receiving them at the EPI Warehouse or dispatching them to the provincial governments.
- Plan and organize the incoming and outgoing flow of vaccines and supplies to avoid overcrowding in the cold room or dry store.
- Responsible for ensuring that all vaccines are dispatched according to the priority vaccine distribution list and based on the vaccine vial monitor (VVM) and first-to-expire, first-out (FEFO).
- Prepare a quarterly/monthly distribution plan for vaccines and supplies for the campaign and routine immunization program; do this after consulting with the provincial- and district-EPI counterparts.
- Prepare and provide stock analysis and stock sufficiency reports to the National Programme Manager (NPM) EPI, as per weekly receipt and issuance.
- Provide advice/feedback to the NPM EPI about the vaccines and supplies sufficiency level, per the average issuance/consumption provincial and district stakeholders' counterparts to avoid overstock and understock at the Federal EPI Warehouse Prepare daily/weekly or monthly key performance indicators (KPIs) and action plans for EPI Warehouse staff who are directly or indirectly involved in the various warehouse operations.

- Provide proper training for vaccines and supply logistics management using job aids; and on-the-job training for all the EPI Warehouse staff who, directly or indirectly, participate in the various warehouse operations.
- Supervise and monitor the cold rooms and dry store various operations, including vaccines and supplies receipt, storage, recording, and dispatch protocols; ensure that they are updated regularly on the warehouse management system/vaccine logistics management information system (WMS/vLMIS).
- Update cold chain equipment management (CCEM) regularly while receiving or transferring refrigerators, freezers, vaccine carriers, cold boxes, generators, and voltage regulators.
- Ensure physical data compliance with the vLMIS and randomly cross-check the vLMIS data with physical data.
- Follow the set standard operating procedures/manuals of vaccines and supplies—receiving and unloading, storage, packing, distribution, and inventory and safe disposal of vaccines and supplies.
- Follow and implement the set EPI Warehouse safety and security protocols; ensure vaccines and supplies and staff are protected from all possible threats or hazards.
- Ensure the EPI store premises are well maintained and check the operational worthiness of the material handling equipment; i.e., forklift trucks and hand pallet trucks.
- Ensure that all operational equipment—refrigerators/freezer cold rooms, standby generators, security equipment, and IT equipment—are functioning correctly and are well maintained by the responsible person.
- Responsible for ensuring that the monitoring & evaluation checklist is completed on a weekly basis to streamline all Federal EPI Warehouse activities.
- To ensure the staff's health and safety, and to educate and train all warehouse store workers to safely work in the freezer room/cold room, including possible threats and hazards they may encounter while working.
- Maintain the proper documentation for staff health and safety training and include all warehouse employees.

Designation: Assistant Store Officer (BS-16)

Essential Duties and Responsibilities

- Supervise and be responsible for the day-to-day vaccines and supply operations management in the warehouse.
- To avoid demurrages, coordinate with freight forwarders, suppliers, and customs authorities for the release of vaccines and supplies consignment from the port and the airport authority.
- Follow up with freight forwarders for vaccines and supply delivery schedule and arrange, in advance, for all the logistical and administrative requirements.
- Off-load the vaccines and supplies consignment at the EPI Warehouse and physically count the vaccines and supplies; reconcile the count with the packing list carried by the freight forwarders.
- Record and report any discrepancy, loss, damage, short supply, or other quality issue to the concerned donors, suppliers, and government authority.
- Follow the set vaccine and supplies handling and storage protocols; place all the vaccines in the refrigerator/freezer cold rooms lot/batch wise; use the first-to-expire, first-out (FEFO) system.
- Prepare and update all the supporting documents, stock register, bin card, stock card, good receiving notes, and good delivery notes.
- Ensure that the inventory of all the vaccines and supplies received is updated in the WMS/vLMIS.
- Assistant Store Officer will respond immediately to all provincial and district stakeholders' counterparts concerning their routine and campaign demand/requisition of vaccines and supplies.
- When receiving and dispatching vaccines to the provinces and districts, ensure the vaccine transportation protocols are followed at all levels.
- Do a physical count of vaccines and supplies and, once a day, rotate vaccines in the refrigerator/freezer cold rooms using the FEFO system, if the transaction of issuance occurs daily.
- Maintain, update, and record the refrigerator/freezer cold room temperature log book once a day; use the cold chain temperature established protocols.

- Report immediately to the appropriate person any damages, or any breakdowns, in the cold rooms.
- Ensure that all the warehouse resources are properly utilized and all the equipment and assets are in working condition and are well maintained.
- The Assistant Store Officer will prepare the vaccines and supplies stock sufficiency report on a quarterly or monthly basis. The Store Officer will supervise the day-to-day tasks for the warehouse storekeeper, warehouse laborers, and helpers.
- Ensure that all the vaccines and supplies are safeguarded from potential threats and hazards.

Designation: Storekeeper (BS-11)

Essential Duties and Responsibilities

- Supervise and assist in daily warehouse activities, including filling and shipping vaccines and supplies, based on requisitions from the provinces and districts.
- Ensure the accuracy of vaccines and supply shipments, including the supporting documentation; the stock register; receiving incoming supplies; and routing to the appropriate area or cold rooms using the WMS/vLMIS allocated location.
- Package, assemble, and prepare a dispatch load plan for the requested vaccines and supplies.
- Ensure the vaccines in the refrigerator/freezer rooms are maintained at the set temperature protocols.
- Report to the refrigeration engineer immediately if any excessive heat or cold temperature from the cold chain and refrigeration air conditioning system is noticed.
- Prepare the load plan for vaccines and supplies using the requested quantities of provinces and district counterparts; ensure the truck driver/freight forwarders follow the proper vaccine transportation protocols.
- Ensure that vaccines and supply inventory transactions are accurately logged into the WMS/vLMIS; monitor the vaccines and supplies count; and reconcile the activities after dispatching to the provinces and districts.
- Using a barcode scanning device, ensure that helpers are scanning vaccines that have a barcode by their lot, shelf, and location.
- Measure and report on the effectiveness of warehouse activities for the additional resources or equipment, if required.
- Maintain all the required stationary and equipment to ensure efficient work at the Federal EPI.
- Develop and maintain warehouse work instructions for all tasks for the laborers, helpers, and stacker operators working in the warehouse.
- Meet the warehouse objectives, based on the warehouse policy, procedures, and workflow; establish and update work procedures for all staff working in the warehouse.
- Provide training on warehouse policies and procedures for workers; implement safety regulations and cold chain supply chain protocols.

- Recommend measures to the Assistant Store Officer for improving the quality of service, increasing the efficiency of the warehouse work crew, and maintaining the equipment performance, and maintenance.
- Use on-the-job training to continuously improve warehouse operations.
- Coordinate with other warehouse departments to increase cooperation, while performing the activities of the departments.
- Review and analyze the vaccines and supplies provincial and district counterparts' demands/requisitions; prepare an approval sheet for the Store Officer for approval and release of the vaccines and supplies.
- Coordinate with the customs authorities, freight forwarders, and consignee for the shipments of vaccines and supplies; advise relevant staff about preparing the required documents and letters for releasing the shipments.
- Closely monitor the warehouse building safety, security, and vaccines commodities shelf life; dispose of expired vaccines, in accordance with the EPI Warehouse disposal policy.

Designation: Refrigeration Engineer (BS-17)

Essential Duties and Responsibilities

- Diagnose and fix any faults and problems with the cold rooms, refrigerators, and cold chain air-conditioning equipment in the EPI Warehouse.
- Be aware of the current condition of running parts, equipment off all cold rooms, refrigerators, and cold chain air conditioning systems.
- Responsible for forecasting future cold chain air-conditioning spares requirements and defect anticipation of any major and minor equipment or parts of the cold chain air-conditioning system.
- Develop and implement a proper cold chain air-conditioning maintenance management plan.
- Develop and implement the cold chain air-conditioning system KPIs; set its performance evaluation mechanism.
- To improve the cold chain system, develop tools of responsibility and accountability for the staff who directly or indirectly are involved in the cold chain air-conditioning system.
- Conduct periodic audits of cold chain air-conditioning system equipment, operations, and maintenance work.
- Respond to and troubleshoot the cold chain temperature data transmission unit.
- Work with the administration department for strategic purchases of generators, freezers, compressors, automobiles, and parts, etc., for prompt ordering.
- Maintain the spare stock of the essential equipment, parts of the cold chain air-conditioning system, to be able to respond to any urgent troubleshooting and defect of the equipment, or part of the cold chain system.
- Advise the National Programme Manager EPI about further improvements in temperature-sensitive logistic and supply chain solutions; to improve the effectiveness and efficiency in the cold chain system, this may require policy-level decisions and administrative arrangements.
- Program and install data logging instruments and temperature control systems.
- Inspect and audit the transport cold chain refrigeration system and automation.
- Provide technical support and technical service to staff that are managing cold chain vaccines and medicines.
- For optimum performance, manage and coordinate the team of cold chain system technical staff.

Designation: Assistant Refrigeration Engineer (BS-16)

Essential Duties and Responsibilities

- Improve the operation and balance the required temperature for the unit's refrigeration and cold chain air-conditioning systems.
- Develop and implement the inspection criteria for the cold chain and air-conditioning system; report the performance of cold chain and air-conditioning system to the refrigeration engineer.
- Prepare technical specifications for defective parts or equipment for the cold chain and air-conditioning system; inform the refrigeration engineer to ensure timely purchase of required parts or equipment.
- Inspect, troubleshoot, test, and install new parts for the refrigeration system, air-conditioning system, and associate apparatus.
- Carry out periodic preventive and corrective maintenance for the cold chain and air-conditioning system.
- Ensure that all safety measures are taken during the maintenance work of the cold chain and air-conditioning system.
- Carry out weekly, monthly, and yearly cold chain and air-conditioning system repair and maintenance; report improvements, issues, and suggestions to the refrigeration engineer.
- Provide training on how to maintain an effective cold chain and air-conditioning system to the staff that directly or indirectly manage the cold chain and supplies.
- Develop cold chain and air-conditioning system safety, security, and maintenance pictogram; post at a central location where all the staff can see and/or read.
- For effective, efficient, and smooth functioning of the cold chain operations, provide on-the-job training to all staff who work in the EPI store and who manage the cold chain.

Designation: Sub-Engineer (Electrical) (BS-14)

Essential Duties and Responsibilities

- Review the existing EPI Warehouse electrical control panel design and load capacity; determine if any improvements are required. Repair and replace any defect of the electrical accessories, panels, sockets, and wires installed in the EPI Warehouse.
- Be responsible for complete testing, troubleshooting, and commissioning anything pertinent to the EPI Warehouse electrical system.
- Resolve technical issues/complaints from the warehouse staff about any electrical fault or replacing any accessories for the electrical system.
- Provide full support to the EPI Warehouse for a sufficient electrical supply, per the requirement of cold chain system machines.
- Ensure that only good quality sockets, joints, cables, and other electrical accessories are used in the EPI Warehouse.
- Responsible for all EPI Warehouse electrical operations.
- Maintain the standby generators for the cold chains in the EPI Warehouse.
- Supervise all electrical appliances at each EPI staff work station; facilitate and provide the best electrical solution, per their requirements.
- Install a quality circuit breaker that responds quickly to any trouble shooting of the switchgear.
- Ensure the overall electrical supply of the EPI Warehouse capacity is up to the requirement or determine if it needs additional transformers.
- Install the new required equipment for the internal and external wiring and plumbing system.
- Do a phase sequence test for the transformer and low voltage/high voltage distribution panels.
- Ensure a regular flow of electricity to the cold chain and air-conditioning system, without any break.
- Ensure that a standby solution, uninterruptible power supply, and generators are ready to respond to any multi-hour's loss of electricity.
- Do the earth testing for the existing layout phase load, per the installed cold chain and air-conditioning system.

Designation: Refrigeration Mechanic (BS-7)

Essential Duties and Responsibilities

- Ensure that all cold chain and air-conditioning systems are in good working condition.
- Fix and resolve any issues or interruptions in the electricity, per the required voltage for cold chain and air-conditioning system.
- Service the cold chain system equipment; renew or replace any part of the equipment that needs to be changed, in advance.
- Monitor the performance of the cold chain system on a daily basis.
- Quickly repair the identified fault/troubleshooting of the cold chain supply system.
- Ensure regular and efficient cooling/refrigeration, per the required temperature of vaccines and supplies.
- Ensure the safe operation of the cold chain system and safeguard the cold chain system from any potential risk that might affect the system.

Designation: Helper (BS-02)

Essential Duties and Responsibilities

- Store vaccines and supplies in the warehouse to ensure they are orderly and accessible.
- Pack and unpack vaccines and supplies to be stocked on shelves/racks in warehouses or storage yards.
- Identify damaged and defective vaccines and supplies; report to supervisors.
- Clean and maintain vaccines and supplies, tools, equipment, and storage areas to ensure compliance with safety regulations.
- Receive and count vaccines and supply items before picking or/placing them on the racks and shelves in the cold room and in the dry store; inform the assistant store officer if any discrepancy is found.
- Clean and maintain warehouse areas after receiving and issuing consignments.
- Operate all equipment safely and efficiently, according to all relevant warehouse policies and procedures.
- Clean the fork lifter and warehouse machines, as scheduled or required.
- Ensure that equipment is safely and securely stored.
- Dispose of sewage, according to set policies and procedures.
- Ensure that warehouse buildings and facilities are well maintained.
- Use basic safety equipment-safety helmets, shoes, gloves, and so on while working.
- Ensure that fire extinguishers are placed in a central location.
- Off-load the shipments from the containers; stack them properly in the allocated areas.
- Using the directions from the assistant store officer, pick pallets from the racks and place them into the container.

Designation: Laborer (BS-02)

Essential Duties and Responsibilities

- Responsible for following the safe handling and picking protocols for vaccines and supplies when receiving and dispatching.
- Load and unload vehicles; follow the instructions from the Store Officer and Assistant store officer for correctly placing the vaccines and supplies.
- While receiving and dispatching, segregate the each batch of vaccine and diluents/droppers in Federal EPI Warehouse.
- Move stock to receipt area; pick/place the commodities at the allocated location of the Warehouse.
- Responsible for physical counting of each batch after stacking
- Identify the repackaging and pillarization requirements; repack cartons, if required. Remove/dispose of packing material and store ice packs and coolants from cold store premises.
- Dispose of dry ice, if present.
- To avoid an accident, follow the health and safety precautions while loading and unloading of vaccines and supplies in the warehouse.
- Use all the required personal protective equipment while loading and unloading vaccines and supplies.

Performance Evaluation

The Federal EPI evaluates the performance of designated staff which includes all the managers, supervisors, and workers working in the Federal EPI Warehouse based on their basic scales and grades. The immediate supervisor is responsible for submitting the Performance Evaluation Report (PER) at the end of the fiscal year.

Depending on the performance of the employee, as measured by the PER, the staff is promoted to the next level.



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