



Canadian
Supply Chain
Sector Council

Conseil canadien
sectoriel de la chaîne
d'approvisionnement

OCCUPATIONAL STANDARD

(For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)

Position:	DISPATCHER
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Dispatchers coordinate the activities of, and communicate with, drivers and other personnel as required.</i>
Position Development	Progression to supervisory and management positions is possible through experience and additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	Dispatchers usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed. Dispatchers must also obtain the appropriate regulatory certifications (e.g. radio operator's certification) as required.
Training	Dispatchers need anywhere from a few months to one year of working with experienced employees. This may include both informal and formal on-the-job training.
Related Work Experience	Previous work-related skill, knowledge, or experience is usually needed. Experience in electronic information handling technology such as transportation management systems is considered an asset.
Tasks:	
Dispatchers may perform some or all of the following tasks	<ul style="list-style-type: none"> • Schedule, dispatch and monitor resources (e.g. human or material) in transit and at locations according to written schedules, work orders, customer requests, specifications, or needs, or as required by emergency situations • Relay work orders, messages, and exchange information using a variety of communication devices, including computer-aided, and dispatching equipment • Implement and communicate company policy/procedures related to dispatch activities and health and safety regulatory requirements

*Note the OS addresses alternative position titles including Vehicle Dispatcher, Inbound/Outbound Freight Coordinator, Mobile Equipment Dispatcher, Radio Operator, etc.

	<ul style="list-style-type: none"> • Determine compliance with laws, regulations, and/or standards and complete appropriate documentation as required • Oversee all communications within specific geographic areas • Communicate effectively by providing clear and concise information, explanation and direction • Confer with customers or supervising personnel to address questions, challenges, and/or requests • Prepare daily work and run schedules while keeping in mind corporate, company and/or departmental goals and objectives • Receive or prepare work instructions and prioritize work activities • Record and maintain dispatch files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information • Advise personnel about route or traffic problems • Ensure timely and efficient movement of dispatched resources according to orders and schedules • Order materials and supplies required for dispatch activities and perform day to day administrative tasks • Access environmental information, retrieve satellite and radar imagery and print out maps • Use various computer applications and databases, and obtain and apply computer-generated information to dispatching activities • Receive and respond to requests for emergency assistance or service from dispatched resources • Maintain records of mileage, fuel use, repairs and other expenses, and generate reports • Advise drivers and clients regarding methods of transport for various substances including dangerous goods • Utilize communication abbreviations and location identifiers
<p>Tools and Technology:</p>	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software (e.g. transportation management systems, map creation, resource tracking, global positioning system, document management, database user interface and query, word processing, spreadsheet, electronic mail) • Communication Devices (e.g. special purpose telephones, two way radios, etcetera) • Industry Specific Technologies (e.g. rail switching systems, rail signaling systems, aviation group support software, etc.)

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Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	A Dispatcher should have knowledge of health and safety procedures, standards and regulations, transportation principles and methods, administrative and clerical procedures and systems, public safety and security, customer service, English language, and other languages as required.
Skills	A Dispatcher should have the following skill sets: oral expression and comprehension, speech clarity and recognition, information ordering, problem sensitivity, deductive and inductive reasoning, and written comprehension.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	The following abilities are important to the role of Dispatcher: oral expression and comprehension, speech clarity and recognition, information ordering, problem sensitivity, near vision, written comprehension, and inductive and deductive reasoning.
Work Values	Individuals who will succeed in this position: <ul style="list-style-type: none"> • are self-directed, comfortable making decisions, and able to thrive in stressful and changing work environments, • require supportive management, • promote a work environment that is health and safety focused, and • enjoy providing service to others and working with co-workers in an often fast paced environment.
Work Styles	The following work styles are attributable to a Dispatcher: dependability, attention to detail, initiative, cooperation, stress tolerance, health and safety focus, analytical thinking, integrity, independence, leadership, and self control.
Essential Skills Profile:	Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. For more detailed essential skills profiles please refer to the HRSDC website: http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml
Reading Text	<ul style="list-style-type: none"> • Frequently read e-mail messages, faxes, memos, schedules, incident reports, company and governmental policies, regulations, procedures, client letters, special instructions, manuals, weather reports, etcetera
Document Use	<ul style="list-style-type: none"> • Utilize, complete and/or read shift schedules, city directories, maps, transport forms, trip tickets, weight scale charts, trace forms, work schedules, weather briefing forms, scale drawings, marine charts,

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	telcharts, etcetera
Writing Skills	<ul style="list-style-type: none"> • Write notes to supervisors and daily logs for the next shift • Write fax forms, interoffice memos, and e-mail • Record information on reports (e.g. police incident reports) • Write analysis of procedures, with recommendations for changes
Numeracy	<ul style="list-style-type: none"> • Apply financial and money math • Apply scheduling, budgeting and accounting math • Apply measurement and calculation math • Utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • Discuss and co-ordinate tasks with coworkers • Interact with supervisors to get direction and to problem solve • Participate in staff meetings to exchange information • Interact with emergency personnel • Communicate with customers over the phone or in person • Communicate with drivers during normal and emergency events • May provide weather briefings to dispatched staff • Communicate authoritatively and calmly to distressed staff
Thinking Skills	(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)
Problem Solving	<ul style="list-style-type: none"> • Find replacements for scheduled drivers who cancel last minute • Address irate customers during schedule delays and find creative solutions to dispatching challenges • Reassign scheduled work if a vehicle breaks down • Respond quickly by calling enforcement officials if a driver reports a physical threat • Address dispatcher tasks during communication system breakdowns
Decision Making	<ul style="list-style-type: none"> • Decide which of several calls is the most urgent when several calls come in at once • Decide which staff to dispatch, and which routes and vehicles to use to accomplish a task • Decide when to switch communication frequencies taking into account the clearness of other frequencies and the possible needs of other users • Make decisions by considering the relative costs and benefits of potential actions to choose the most appropriate one
Job Task Planning and Organizing	The daily activities of Dispatchers are in response to customer demands. Planning is short-term but must meet many demands,

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	some of which are urgent. Many unpredictable variables must be taken into account to organize the day. Setting effective priorities is essential. Some parts of the day may require several operators working together to handle volume. They plan their days so that they may attend to administrative matters at times when volume is light.
Significant Use of Memory	<ul style="list-style-type: none"> • Remember pickup and delivery information for several hours • Remember boundaries of driver specific delivery zones • Remember categories of dangerous goods to provide guidance • Memorize communication abbreviations and location identifiers • Memorize details during an emergency situation
Finding Information	<ul style="list-style-type: none"> • May contact clients to get dispatching directions • May locate applicable regulations, standards and procedures • May use computer databases to read codes indicating where various vehicles are located, or to obtain meteorological information • May consult maps to help drivers • May seek information from colleagues on various radio frequencies
Working with Others	Dispatchers mainly work independently, coordinating their work with drivers and other dispatchers during peak times. Dispatchers may work jointly with a partner or helper to co-ordinate pickups and deliveries. Dispatchers form part of a team which includes other operators, supervisors and support staff.
Continuous Learning	Dispatchers continue to learn on the job as new computer and communication technologies are introduced into the workplace. Annual safety and first aid training may be required and is strongly recommended. If radio operation is a function of the Dispatchers tasks, then associated Transport Canada courses and qualifications for a radio operator certificate, including refresher courses, must be obtained and maintained. Learning may be acquired from co-workers, through reading or other forms of self-study, and/or through off-site training.
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	Dispatchers predominantly sit at a desk, and often a computerized control panel to perform most of their duties. Dispatchers may also have to stand and walk when serving customers.
Attitudes	Dispatchers have excellent communication and customer service skills, and must be patient, calm, friendly and assertive. Dispatchers should be quick thinking and able to effectively multi-task. Dispatchers need to be flexible, adaptive to changing work paces, and able to work under stress.

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Future Trends Affecting Essential Skills:	Changes which may impact the Essential Skills required by Dispatchers in the future include the growing use of computer and communication technologies, which will affect the way that Dispatchers work. Dispatchers work will be more focused on safety and accident prevention, leading to a greater focus on problem solving.
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Government of Canada Defined - Related NOC Code & Description	1475 – Dispatchers and Radio Operators Dispatchers operate radios and other telecommunication equipment to dispatch emergency vehicles and to co-ordinate the activities of drivers and other personnel. They are employed by police, fire and health departments, other emergency service agencies, taxi, delivery and courier services, trucking and utilities companies, and other commercial and industrial establishments. Radio operators receive, transmit and record signals and messages using radios and other telecommunication equipment. They are employed by transportation companies, mining, forestry and other industrial establishments, and the armed force.
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