



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:	SHIPPER/RECEIVER
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Shippers/Receivers ship, receive and record the movement of parts, supplies, materials, equipment and stock to and from an establishment. Specializations in shipping or receiving functions may be present in organizations depending upon the nature, size and complexity of operations.</i>
Position Development	Progression to supervisory and management positions is possible through experience and additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	Shipper/Receivers should have a high school diploma, and may require some vocational training.
Training	Shipper/Receivers will require some specialized training such as regulatory and health and safety training. A Shipper/Receiver may need a driver's license and/or forklift certificate.
Related Work Experience	Experience with information systems is considered an asset.
Tasks:	
Shipper/Receivers may perform some or all of the following tasks	<ul style="list-style-type: none"> • Perform general physical activities in order to load, unload, sort and move shipments by hand or using material handling equipment • Examine shipment contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of shipment • Pack, seal, and label materials to prepare for shipping • Perform tasks in multi-temperature environments • Adhere to shipping and receiving policies/procedures, and regulatory compliance procedures • Maintain compliance with laws, regulations, and/or standards and complete appropriate documentation as require • Prepare documents, such as work orders, bills of lading, and shipping orders to route materials

***Note the OS addresses alternative position titles including Freight Receiver, Freight Shipper, Import Freight Clerk, Receiver, Shipper, Shipping Agent and Shipping and Receiving Clerk.**

	<ul style="list-style-type: none"> • Complete daily shipping and receiving logs • May determine shipping method for materials, using knowledge of shipping procedures, routes, and rates • Record shipment data for reporting, accounting, and recordkeeping purposes • May contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials. • Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications • Order and store shipping supplies to maintain stock inventory • Maintain shipping and receiving area • Deliver or route materials to other departments using material handling devices • Compute amounts, such as space available, and shipping, storage, and demurrage charges • Provide on the job training to new/junior staff • Complete incident reports in relation to health and safety issues or material spills
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software (e.g. data entry, document management, label making, machine control, warehouse management systems, order process systems, transportation management systems, scanning, procurement, spreadsheet, electronic mail) • Communication Devices (e.g. voice pick systems, radio frequency identification) • Scanning Equipment (e.g. bar code scanning equipment) • Packaging Tools (e.g. staplers, tape guns, strapping machines, hammers) • Measurement Tools (e.g. scales, measuring tape, thermometer, temperature gauge, air pressure gauge) • Material Handling Equipment (e.g. dollies, forklifts, hand trucks, jacks, pallet trucks, wrapping machinery)
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	A Shipper/Receiver should have knowledge of health and safety procedures, standards and regulations, public safety and security, customer and personal service, administrative and clerical procedures

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	and systems, transportation principles and methods, production and processing, business and management principles, mathematics, English language, and other languages as required.
Skills	A Shipper/Receiver should have the following skill sets: active listening, reading comprehension, instructing, coordination, time management, speaking, writing, mathematics, monitoring, social perceptiveness, and critical thinking.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	The following abilities are important to the role of Shipper/Receiver: oral expression and comprehension, problem sensitivity, written comprehension, information ordering, speech clarity and recognition, category flexibility, deductive reasoning, strength, multi-limb coordination, near vision, control precision, manual dexterity, and arm-hand steadiness.
Work Values	Individuals who will succeed in this position value providing service to others and working with co-workers in a friendly environment.
Work Styles	The following work styles are attributable to a Shipper/Receiver: attention to detail, accuracy, dependability, integrity, cooperation, self control, stress tolerance, concern for others, adaptability/flexibility, initiative, creative problem solver, independence, and social orientation.
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: www.hrsdc.gc.ca/en/workplaceskills/essential_skills/index.shtml
Reading Text	<ul style="list-style-type: none"> • Frequently read memos from suppliers, customs forms, supervisor instructions, co-worker notes, shipping contracts, material safety data sheets, storage and handling recommendations, standard operating procedures, policy manuals, and health and safety procedures
Document Use	<ul style="list-style-type: none"> • Utilize, complete and/or read labels, warning and direction symbols and signs, receiving logs, weekly inventory sheets, invoices, order forms, packing slips, bills of lading, customs forms, rate charts, shipping lists, schedules, calendars, weight charts, etcetera • Enter numbers and codes on loading sheets, in tabular format
Writing Skills	<ul style="list-style-type: none"> • Write instructions, memos and notes to drivers, co-workers, supervisors and/or front office staff • Write shipping labels and bills of lading

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	<ul style="list-style-type: none"> • Complete daily shipping and receiving logs • Write short reports to carriers about damaged or missing goods
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 • Communicate/ exchange information with customers and carriers • Interact with supervisors/managers for direction • Instruct new employees on how to perform tasks • Participate in staff meetings to exchange information
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"> • Resolve and co-ordinate the execution of complex tasks • Find missing goods by organizing a search • Find creative solutions to spatial challenges when moving materials • Find creative solutions to address delayed shipments • Address the issue damaged goods and improperly packed goods • Determine how best to arrange for quick unloading of goods without damage, using available staff
Decision Making	<ul style="list-style-type: none"> • Participate in decision making on which trucks to load and unload when there are more trucks than available docks • Participate in decision making on how best to transport goods, based on shipment size, client deadlines, processing delays, cost, etcetera • Participate in decision making regarding which carriers to use • Participate in decision making regarding whether to ship an incomplete order
Job Task Planning and Organizing	Shipper/Receivers work under the general direction of a supervisor; however, they make their own decisions on priorities and the order of tasks. Shipper/Receivers perform routine and repetitive tasks. They make adjustments for frequent interruptions and changing priorities caused by rush orders, production or shipping delays. Liaison with co-workers is needed to co-ordinate the movement of goods into and out of the warehouse.
Significant Use of Memory	<ul style="list-style-type: none"> • Remember shipping regulations • Remember which orders have priority • Remember the pickup/delivery times of various shipping companies

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	<ul style="list-style-type: none"> Remember dimensions and weights of various products in order to estimate loads
Finding Information	<ul style="list-style-type: none"> Find purchase orders to track costs and avoid double-billing Find information in files on companies used for past shipments Find out load transit information through consultation with other staff Refer to manuals for information on safety and tariff codes Refer to shipping directories for information on rates/delivery areas
Working with Others	<p>Shipper/Receivers mainly work independently. Partnering is important when moving heavy materials, when trying to load or unload large orders, when trying to load or unload trucks quickly, or when other shipping/receiving health and safety considerations demand it. Shippers/Receivers may orient new employees or assign routine tasks to other support workers.</p>
Continuous Learning	<p>Shipper/Receivers learn on the job, through in-house training, through off-site training, and through self-study. They receive training in first aid, general workplace safety, use of equipment and associated software. They also receive training in customs regulations and the handling of dangerous goods. Annual health and safety training is strongly recommended to reduce the numbers of workplace injuries.</p>
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	<p>Shipper/Receivers may need to adapt to multi-temperature work environments. Shipper/Receivers sit to process orders, fill out forms and use the computer – they stand, walk, bend and stoop to load and unload orders.</p>
Attitudes	<p>Shipper/Receivers should have good organizational abilities and good interpersonal skills. They should have a positive attitude, be customer service oriented, patient, and industrious.</p>
Future Trends Affecting Essential Skills:	<p>As the focus on safety in the workplace increases, Shipper/Receivers will be required to learn more about safety regulations. They may need to upgrade their document use and text reading skills in order to gain sufficient knowledge for obtaining a license for transporting dangerous goods. Furthermore, increasing computerization may mean that more Shippers/Receivers will require computer skills in order to work with computerized forms and invoices and to use bar-coding.</p>

Government of Canada Defined - Related NOC Code & Description	<p>1471 – Shippers and Receivers</p> <p>Shippers and Receivers ship, receive and record the movement of parts, supplies, materials, equipment and stock to and from an establishment. They are employed in the public sector and by retail</p>
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and wholesale establishments, manufacturing companies, and other commercial and industrial establishments.

Document Management:

Activity #	Activity Type*	Replaces	New Version Name	Responsible Individual
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2	Document Modified	Sept 30, 2008	March 1, 2009	C. Sellar (CSA)
3	Document Modified	March 1, 2009	June 29, 2009	C. Sellar (CSA)
4	Document Finalized	June 29, 2009	July 29, 2009	C. Sellar (CSA)
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***Activity Types:**

- ✓ Document Created
- ✓ Document Modified (Minor Corrections & Editorial Changes)
- ✓ Document Updated (Complete Review)
- ✓ Document Finalized
- ✓ Document Retired

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