



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.)

<b>Position:</b>	<b>SUPERVISOR - MATERIAL HANDLERS</b>
<b>Revised NOC Description for Occupational Standards Use</b>	<i>Supervisors who supervise and co-ordinate the activities of Material Handlers.</i>
<b>Position Development</b>	Progression to upper management positions is possible through experience, good performance, and additional training.
<b>Required Qualifications:</b>	<b>(Education, Training, Related Work Experience)</b>
<b>Education</b>	Supervisors of Material Handlers should have a high-school diploma.
<b>Training</b>	Supervisors of Material Handlers need one or two years of training involving both on-the-job experience and informal training with experienced workers. Journeyman/woman trade certification in a relevant trade may be required.
<b>Related Work Experience</b>	Several years of progressively responsible experience in the occupation is required.
<b>Tasks:</b>	
<b>Supervisor – Material Handlers performs some or all of the following tasks</b>	<ul style="list-style-type: none"> <li>• Direct, advise, coach, train, supervise, co-ordinate and schedule the activities of material handlers, and co-ordinate work activities with other supervisors or managers</li> <li>• Perform tasks in multi-temperature environments</li> <li>• Implement and enforce material handling policies/procedures, and regulatory compliance procedures</li> <li>• Determine compliance with laws, regulations, and/or standards and complete appropriate documentation as required</li> <li>• Requisition materials and supplies and perform day to day administrative tasks</li> <li>• Inspect material handling equipment, structures, or materials to identify the cause of errors or other problems or defects</li> <li>• Collaborate to problem solve and recommend solutions</li> <li>• Review work throughout the work process and at completion to</li> </ul>

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	<p>ensure that it has been performed properly</p> <ul style="list-style-type: none"> <li>• Check specifications of materials loaded or unloaded against information contained in work orders</li> <li>• Recommend staffing actions, evaluate staff performance, and develop staff succession plans</li> <li>• Resolve staffing challenges</li> <li>• Develop constructive and cooperative working relationships</li> <li>• Prepare production and other reports of information such as employee time and wages, daily receipts, and inspection results</li> <li>• Provide information to co-workers and staff by telephone, in written form, e-mail, or in person</li> <li>• Examine freight to determine loading sequences</li> </ul>
<b>Tools and Technology:</b>	
	<ul style="list-style-type: none"> <li>• Computer Hardware and Associated Software (i.e. enterprise resource planning, human resources, inventory management, electronic mail, word processing, spreadsheet, time accounting, mobile location based services, bar coding)</li> <li>• Communication Devices</li> <li>• Training and Knowledge of Material Handling Equipment</li> <li>• Measurement Tools (e.g. scale, measuring tape, thermometer, temperature gauge, air pressure gauge)</li> </ul>
<b>Required Competencies:</b>	<b>(Knowledge, Skills, Personal Attributes)</b>
<b>Knowledge</b>	A Supervisor - Material Handler should have knowledge of health and safety, public safety and security, administration and management, customer and personal service, computers, production and processing, transportation principles and methods, English language, other languages as required, personnel and human resources, legal concepts (e.g. personal liability), education and training, mathematics, and economics and accounting.
<b>Skills</b>	A Supervisor - Material Handler should have the following skill sets: leadership, coaching, time management, monitoring/assessing performance, judgment and decision making, active listening, speaking, critical thinking, management of personnel resources, persuasion, reading comprehension, service orientation, coordination, social perceptiveness, negotiation, and instructing.
<b>Personal Attributes</b>	<b>(Abilities, Work Values, Work Styles)</b>

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<b>Abilities</b>	The following abilities are important to the role of Supervisor - Material Handler: oral expression and comprehension, problem sensitivity, speech clarity and recognition, inductive and deductive reasoning, information ordering, near vision, and written expression and comprehension.
<b>Work Values</b>	Individuals who will succeed in this position: <ul style="list-style-type: none"> <li>• work independently and make decisions,</li> <li>• are supportive to their staff, and</li> <li>• encourage employees to provide service to others and work with co-workers in a friendly environment.</li> </ul>
<b>Work Styles</b>	The following work styles are attributable to Supervisor - Material Handler: accountability, dependability, adaptability/flexibility, leadership, stress tolerance, cooperation, attention to detail, self control, initiative, integrity, and persistence.
<b>Essential Skills Profile:</b>	<p>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: <a href="http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml">http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml</a></p> <p>The Human Resources and Skills Development Canada (HRSDC) Essential Skills Research Project focused on occupations requiring a secondary school diploma or less and on-the-job training. As such a formal Essential Skills Profile for the occupation of Supervisor – Material Handlers has not yet been created by HRSDC.</p> <p>The following section contains essential skills information identified in existing occupational standards and classified using the nine Essential Skills categories. Note that the content is not associated with HRSDC and the Essential Skills Research Project.</p>
<b>Reading Text</b>	<ul style="list-style-type: none"> <li>• frequently read text in both print and non-print media <ul style="list-style-type: none"> <li>✓ notes, letters, memos, electronic mail</li> <li>✓ charts, tables and graphs</li> <li>✓ trade magazines and newsletters</li> <li>✓ warehousing documentation (e.g. storage requirements, schedules, dispatch notices)</li> <li>✓ resumes and performance reports</li> </ul> </li> <li>• read and interpret dense and complex texts, and have ability to make high-level inferences using specialized knowledge <ul style="list-style-type: none"> <li>✓ material safety data sheets</li> <li>✓ standard operating procedures</li> <li>✓ trade terms</li> <li>✓ national and/or international standards</li> <li>✓ regulations (e.g. labour, health and safety, dangerous</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>goods, spill incidents, other warehousing related)</li> <li>✓ instructional and supervisory technique products</li> </ul>
<b>Document Use</b>	<ul style="list-style-type: none"> <li>Documents produced and/or used may include graphs, charts, lists, tables, schematics, drawings, schedules, labels, warning signs, direction signs, etcetera, in both print and non-print media</li> <li>Must be able to read simple to complex documents in which considerable inference may be required</li> <li>Must be able to read/interpret, and write/complete/produce documents and forms</li> </ul>
<b>Writing Skills</b>	<ul style="list-style-type: none"> <li>Write notes to management regarding division performance, to document challenges requiring attention, requests for resources, health and safety reports, incident reports, etcetera</li> <li>Write memos to staff providing information on a variety of topics including company policy, as well as responses to complaints</li> <li>Complete forms to record reasons</li> <li>Write employee performance evaluations</li> </ul>
<b>Numeracy</b>	<ul style="list-style-type: none"> <li>Apply financial math/money math, scheduling, budgeting and accounting math, and measurement and calculation math</li> <li>Utilize numerical estimation</li> </ul>
<b>Oral Communication</b>	<ul style="list-style-type: none"> <li>Give direction and instruction to employees</li> <li>Interact with customers and suppliers in-person or over the phone</li> <li>Exchange information with other supervisors and management</li> <li>Interview potential staff members during the recruitment process</li> <li>Hold one-on-one or staff meetings in order to make announcements, review policies and procedures, and discuss performance</li> <li>Communicate and give verbal direction to staff during high stress events (e.g. material spills, health and safety incidents, etcetera)</li> </ul>
<b>Thinking Skills</b>	<b>(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)</b>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Identify problems with material handling operations using the appropriate problem-solving and investigation methods, and take appropriate action</li> <li>Adapt negotiation strategies to cope with new circumstances</li> <li>Identify practical solutions when work is backlogged through prioritization and rationalization exercises</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Decisions are made in line with the material handling strategy of the organization</li> <li>May decide how to and where to position storage goods in the warehouse, based on whether the storage is for a long or short term</li> </ul>

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	<ul style="list-style-type: none"> <li>• Decide whether to unload a shipment which has arrived damaged or whether to refuse the load until an investigation has been conducted</li> <li>• Make staffing decisions</li> <li>• Allocate specific work activities to self, employees, and others such as contractors or subcontractors</li> </ul>
<b>Job Task Planning and Organizing</b>	Supervisors of Material Handlers receive regular guidance from upper management and plan how best to sequence tasks to meet deadlines. They may have to adjust these plans as required to respond to non-routine or unanticipated events. Despite the need to make such adjustments, most activities are routine and follow established procedures. Liaison with employees and other supervisors is needed to co-ordinate the movement of goods into and out of the warehouse.
<b>Significant Use of Memory</b>	<ul style="list-style-type: none"> <li>• Remember the policies and procedures of the organization</li> <li>• Remember customer details and the names and faces of staff</li> <li>• Remember the export/import systems relevant to the organization</li> <li>• Remember health and safety regulatory requirements and other associated regulatory requirements</li> <li>• Remember where items are stored in the warehouse</li> <li>• Remember for a short period of time what items were sent out, in order to respond to queries from management</li> </ul>
<b>Finding Information</b>	<ul style="list-style-type: none"> <li>• Obtain information on the current legislation and regulations that apply to material handling</li> <li>• Refer to customer lists and telephone directories</li> <li>• Use catalogues, product lists and computer databases to locate information on products, such as stock numbers</li> <li>• Consult other supervisors, management and suppliers to find out when loads are scheduled to arrive</li> </ul>
<b>Working with Others</b>	Supervisors of Material Handlers often work with a team and under direction from senior management. A portion of their work is conducted independently of others. Supervisors use a team approach to getting materials ready so that they may be moved out efficiently. They provide encouragement and support to team members and assist them in achieving their personal work objectives, the team work objectives, and provide recognition when objectives have been achieved. They often will consult with relevant colleagues for views and concerns related to material handling improvement projects.
<b>Continuous Learning</b>	Enhanced learning may be acquired as part of regular work activity, through training offered in-house, through reading or other forms of self-study, or through off-site training. Ongoing learning occurs through participation in professional organizations, seminars, formal courses, conferences and trade shows. Skills may be upgraded by

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	taking management classes through educational institutions.
<b>Additional Information</b>	<b>(Physical Aspects, Attitudes)</b>
<b>Physical Aspects</b>	Supervisors of Material Handlers may need to adapt to multi-temperature work environments. Supervisors of Material Handlers may be required to do some heavy lifting, bending, or stooping to accomplish their tasks. In addition, they may also work in an office environment to satisfy the administrative requirements of the position.
<b>Attitudes</b>	Supervisors of Material Handlers should be safety conscious, well organized, have a positive attitude, be customer service oriented, patient, and industrious. Their interpersonal skills should be well developed and they must be able to handle pressure, a sense of urgency and have attention to detail. Negotiation and conflict resolution skills are called upon regularly.
<b>Future Trends Affecting Essential Skills:</b>	As the focus on safety in the workplace increases, Supervisors of Material Handlers will be required to know and apply health and safety regulations, such as those relating to the Transport of Dangerous Goods (TDG). Supervisors of Material Handlers may also be required to have enhanced computer skills in order to work with more complex software.

<p><b>Government of Canada Defined - Related NOC Code &amp; Description</b></p>	<p><b>7217 Contractors and Supervisors, Heavy Construction Equipment Crews</b></p> <p>This group includes excavating, grading, paving, drilling and blasting contractors who own and operate their own business. This unit group also includes <u>supervisors who supervise and co-ordinate the activities of workers</u> classified in the following unit groups: <i>Crane Operators (7371), Drillers and Blasters – Surface Mining, Quarrying and Construction (7372), Heavy Equipment Operators (Except Crane) (7421), Longshore Workers (7451), Material Handlers (7452), Public Works Maintenance Equipment Operators (7422), Railway Track Maintenance Workers (7432) and Water Well Drillers (7373)</i>. They are employed in a wide range of establishments; places of employment are indicated in the above unit group descriptions.</p>
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