

Industries Connected:

Supply Chain to Automotive Repair and Service

Case Study: New Tires

*An outline of the occupations and skills involved
for the installation of four new tires*



Canadian Automotive
Repair and Service
Service d'entretien et de
réparation automobiles du Canada



Canadian
Supply Chain
Sector Council

Conseil canadien
sectoriel de la chaîne
d'approvisionnement

About Us



As Canada's leader in human resource development and training for the motive power repair and service industry, the Canadian Automotive Repair and Service (CARS) Council addresses the needs of one of the largest and most important components of the Canadian labour market, an industry which employs some 254,000 Canadians.

CARS brings together government, business, employers and educational stakeholders to share ideas, concerns and perspectives about workforce issues and to develop proactive training and professional development initiatives for the motive power repair and service industry.

CARS activities and strategic direction as a national, not-for-profit sector council are driven by the industry's need for proactive programs and projects that increase workforce skill levels and industry productivity.

The CARS Council Board of Directors reviews the organization's strategic plan and provides direction on activities and projects. CARS focuses its core activities on:

- *creating human resource tools for employers and employees*
- *developing and delivering traditional and non-traditional training*
- *promoting awareness of career opportunities and enhancing the public image of the industry*
- *developing tools that support the education system*

www.cars-council.ca



The Canadian Supply Chain Sector Council brings together partners in the sector to develop solutions to the human resource challenges faced by stakeholders. The supply chain is one of the most essential sectors of the Canadian economy involving more than 700,000 employees from a range of occupations and industries. The Council is committed to enhancing the sector's ability to attract and retain workers at all levels and across the full range of functions, and to advancing the skills of those workers.

The CSCSC is undertaking activities that will ensure its:

- *representativeness – to secure sector buy-in and support*
- *responsiveness – to guarantee that the Council provides leadership and value-added service to the sector, its initiatives must respond to identified industry needs and issues*
- *connectedness – to establish and strengthen linkages with business and labour organizations, industry, governments and the education community*
- *results-based focus – to make certain that Council activities contribute to its short-, medium- and long-term objectives*
- *administrative soundness – to know that the CSCSC complies with legal, corporate and program rules and policies*

www.supplychaincanada.org

Overview

The intent of this document is to provide an illustrated example of how two industries intersect in the course of day to day business. **Case Study: New Tires** provides an overview of the occupations involved in the replacement of a vehicle's tires and documents the essential (basic) skills people working in these occupations need to have to successfully carry out the tasks required. In addition, the Case Study provides an introduction to:

- The National Occupational Classification (NOC)
- Essential Skills Overview
- Key information about the 13 occupations involved as part of the Case Study
- Links to further information

The Case Study can be used for discussion purposes in a classroom or as support to a site tour of a warehouse and an automotive repair and service business for teachers and students. Summary information has been included on the occupations involved and links have been provided where available to access even more detailed information about skills and educational requirements.

As part of the Education Sector Council Partnerships Project (ESCPP), Lakeshore Collegiate (Toronto District School Board), in partnership with the Canadian Automotive Repair and Service Sector Council (CARS) and the Canadian Supply Chain Sector Council (CSCSC) are working to develop innovations that will produce measurable results in the following nine target areas:

- Sustainable industry and education partnerships
- Nine essential skills embedded in school programs
- Expanded opportunities for experiential learning at employment sites
- New and enhanced courses and programs focused on sectors and skills
- Career and labour market information awareness for students
- Parental awareness of new labour force realities and opportunities
- New sector/industry classroom resources
- Industry recognition and credentials for skills and competencies
- Effective transitions to work or post-secondary learning (articulation between school programs and post-secondary institutions)

Case Study: New Tires is one of the resources that has been developed to support these target areas.

National Occupational Classification (NOC)

The National Occupational Classification (NOC) is the nationally accepted standardized language reference on occupations in Canada. It organizes over 30,000 job titles into 520 occupational group descriptions using a four-digit code classified according to skill type and level. It is used daily by thousands of people to compile, analyze and communicate information about occupations and to understand the jobs found throughout Canada's labour market.

The NOC provides a standardized framework for organizing the world of work in a coherent system. It is used to collect and organize occupational statistics and to provide labour market information. The structure and content of the NOC is also implemented in a number of major services and products throughout the private and public sectors.

The NOC is updated in partnership with Statistics Canada according to 5 year Census cycles. It is based on extensive occupational research and consultations conducted across the country, reflecting the evolution of the Canadian labour market.

NOC CODE	OCCUPATION	SECTOR
1453	Service Advisor	Automotive Repair and Service
1472	Partsperson	Automotive Repair and Service
1472	Supplier Partsperson	Supply Chain
1474	Inventory Clerk	Supply Chain
1236	Customs Broker	Supply Chain
7451	Longshore Worker	Supply Chain
1215	Freight Forwarding Logistician	Supply Chain
1471	Shipper/Receiver	Supply Chain
7452	Warehouseperson	Supply Chain
1476	Transit Planner	Supply Chain
1475	Inbound/Outbound Freight Coordinator	Supply Chain
7414	Parts Delivery Driver	Automotive Repair and Service
7443	Rim and Tire Technician	Automotive Repair and Service

For further information on the National Occupational Classification (NOC), please visit:

<http://www5.hrsdc.gc.ca/noc/english/noc/2006/welcome.aspx>

Essential Skills

Essential skills are the skills needed for work, learning and life. They are a common language used to talk about skills demands across occupations. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change.

The Nine Essential Skills	Application in the Automotive Repair and Service Industry	Application in the Supply Chain Sector
Document Use refers to tasks that involve a variety of information displays which words, numbers, icons and other visual characteristics are given meaning by their spatial arrangement.	<i>Used to read and interpret work orders and estimates, to get information from specification charts and maintenance schedules, to interpret wiring or parts diagrams and extract or analyze data from graphs.</i>	<i>Used to prepare requisition orders, to scan bills of lading, to read Material Safety Data Sheets, to refer to road maps and to maintain work records and logs.</i>
Continuous Learning examines the requirement for working in an occupational group to participate in an ongoing process of acquiring skills and knowledge.	<i>Used when there is a requirement for workers to keep up with changes to vehicles, models, diagnostics, repair methods and environmental legislation.</i>	<i>Used when there is a requirement for workers to keep up with new products, equipment, customs regulations and handling of dangerous goods.</i>
Reading Text refers to reading material that is in the form of sentences or paragraphs.	<i>Used to read manuals, work orders, service bulletins, memos, diagnostic charts, online information, customer complaints and industry magazines.</i>	<i>Used to read manuals, material safety data sheets, government legislation, customs forms and operating procedures.</i>
Writing includes writing text and writing in documents.	<i>Used to document customer complaints, to document work completed, to leave notes for co-workers and to request information from other shops or manufacturers.</i>	<i>Used to complete activity logs, to fill out estimates, to write e-mails clarifying procedures and to write audit reports</i>
Numeracy refers to the workers' use of numbers and their being required to think in quantitative terms.	<i>Used to handle payments, set schedules, take measurements and estimate repair times and costs.</i>	<i>Used to reconcile inventories, to calculate duties, to calculate load weight and to assist in taking warehouse inventory</i>
Oral Communications pertains primarily to the use of speech to give and exchange thoughts and information by workers in an occupational group.	<i>Used to listen for instructions, provide directions or opinions and to discuss diagnosis and repairs.</i>	<i>Used to listen for instructions, provide direction or opinions and to discuss the particulars of a shipment</i>
Working with Others examines the extent to which employees work with others to carry out their tasks.	<i>Used when mentoring a new employee, learning as an apprentice or teaming up to troubleshoot a repair issue.</i>	<i>Used when loading and unloading cargo, taking inventory and training workers in job duties, safety procedures and company policies.</i>
Computer Use indicates the variety and complexity of computer use within the occupational group.	<i>Used to obtain technical information from computer based and online manuals, to look up parts information, to source parts and to access information in the vehicle's electronic control modules.</i>	<i>Used to monitor inventory levels, to access government websites, to print orders, to design new or modify existing schedules and to dispatch workers.</i>
Thinking Skills differentiates between problem solving, decision making, critical thinking, job task planning and organizing, significant use of memory and finding information. These cognitive functions are interconnected.	<i>Used to diagnose repairs, to choose whether to repair or replace a part, to evaluate the safety of a vehicle, to remember key features of different vehicle makes and models, to put together information from manuals, past experience and co-worker suggestions to help predict repair times and needed repair and to set priorities.</i>	<i>Used to reprioritize processes and schedules, to evaluate the completeness of documents, to resolve work related issues and to judge the importance of urgent customer requests.</i>

For further information on Essential Skills, please visit:

http://www.hrsdc.gc.ca/eng/workplaceskills/essential_skills/general/home.shtml

The Scenario :

A customer brings their vehicle in for service and requests four new tires



The customer interacts with the Service Advisor.

1



The Service Advisor notifies the Parts person that four new tires are required.

2



The Parts person identifies and orders the appropriate tires.

3



The Supplier Parts person receives the order and enters it into the computer system.

4



The Inventory Clerk monitors the inventory and prepares the requisition order for the overseas manufacturer.

5



The Customs Broker processes the documents, payment of duties, storage and the transportation of imported goods.

6



The tires arrive in Canada by cargo ship. The Longshore Worker unloads the cargo.

7



The Freight Forwarding Logistician arranges for transportation of goods to the warehouse.

8



At the warehouse, the Shipper/Receiver inspects and verifies the incoming goods against the invoices.

9



The Warehouse person unloads the tires, transports them to storage within the warehouse and fills the orders.

10



The Transit Planner schedules the deliveries and plans the routes.

11



The Inbound/Outbound Freight Coordinator transmits information to coordinate the activities of the vehicle operators.

12



The Parts Delivery Driver delivers the four tires to the Parts person.

13



The Parts person provides the tires to the Rim and Tire Technician.

14



The Rim and Tire Technician installs the new tires and confirms completion.

15



The Service Advisor interacts with the customer to confirm service completion.

16

Occupation - Service Advisor

National Occupational Code (NOC) : 1453 (Customer Service, Information and Related Clerks)

Responsibilities :

- CUSTOMER SERVICE - primary communication link with customers from the arrival of the vehicle through to service completion
- SALES - consults with technician, prepares estimates, obtains customer authorization to proceed with service
- ORGANIZATION - schedules, monitors and maintains workflow to ensure all work is completed on time
- ADMINISTRATION - orders parts required by technicians, files completed work orders, updates customer information

<i>The Nine Essential Skills</i>	<i>How Essential Skills Are Used By The Service Advisor</i>
Document Use	<ul style="list-style-type: none"> • Completes work orders, inspection forms, schedules. • Interprets complex diagrams - electrical schematics, assembly drawings. • Uses diagnostic charts to obtain information.
Continuous Learning	<ul style="list-style-type: none"> • Learns on the job as part of regular work activity. • Reads industry related materials available through work, professional associations, unions, etc. • Attends off-site training courses.
Reading Text	<ul style="list-style-type: none"> • Reads work orders to determine the completed vehicle repairs. • Reads technical service bulletins to learn about extended warranty information or intermittent problems for specific vehicles. • Reads diagnostic information, so they can understand and communicate the information to the installers and the customers.
Writing	<ul style="list-style-type: none"> • Writes detailed notes on the work order indicating visual inspection observations and the customer's description of problems. • Writes detailed information in customers' files in order to track all repairs and maintenance services performed on vehicles. • Writes e-mails to customers and suppliers to confirm appointments and to order parts.
Numeracy	<ul style="list-style-type: none"> • Prepares repair cost proposals and invoices for customers by itemizing and adding the costs of parts, the hourly labour rate and appropriate taxes. • Prepares weekly work schedules for technical staff and schedules daily tasks for staff according to the number of hours required to perform repairs. • Reads and records data from scanners to determine sensor ranges which helps identify electrical problems.
Oral Communications	<ul style="list-style-type: none"> • Interacts with technical staff to organize and prioritize workload. • Communicates with suppliers to order parts and gather information on prices and availability. • Communicates technical information to customers regarding the diagnosis made on their vehicles and explains what diagnostic procedures will fix the problem.
Working with Others	<ul style="list-style-type: none"> • Participates in formal discussions about work processes and product improvement. • Demonstrates to other workers how tasks are performed. • Orients new employees.
Computer Use	<ul style="list-style-type: none"> • Enters information into tables and records materials in stock or merchandise sales. • Uses ALLDATA software to locate information on parts, labour time and recommended maintenance schedules. • Uses customized software to enter customer information and historical repair and maintenance data.
Thinking Skills	<ul style="list-style-type: none"> • Handles complaints from an unsatisfied customer and finds a solution to correct the problem. • Decides which suppliers will be used when ordering parts, based on price and the types of parts needed. • Assesses the appropriateness of various procedures for diagnosing mechanical or electrical problems since every vehicle has different electrical and mechanical structures. • Organizes daily workload to respond to unexpected demands from customers, employers and other employees. • Remembers customers' names, faces and types of repairs performed on their cars and recalls this information when they return. * Asks customers what they hear, see or feel when driving to help identify mechanical problems.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=66&ID=66899&v1=&v2=1453&v3=>

Occupation - Partsperson and Supplier Partsperson

National Occupational Code (NOC) : 1472 (Automotive Partspersons, Store Keepers and Parts Clerks)

Responsibilities :

- CUSTOMER SERVICE - processes incoming requisitions for parts, provides advice on different parts and materials
- SALES - promotes products and services, prices products, processes financial transactions
- ORGANIZATION - sorts, stores and issues parts and materials, ensures inventory control is maintained
- ADMINISTRATION - identifies parts, searches inventory, sources parts

The Nine Essential Skills	How Essential Skills Are Used By The Partsperson And Supplier Partsperson
Document Use	<ul style="list-style-type: none"> • Completes shipping and courier forms when sending materials to customers or returning defective parts. • Reads labels on products to understand how to use the product. • Consults suppliers' online catalogues to determine prices, availability and purchase options.
Continuous Learning	<ul style="list-style-type: none"> • Attends manufacturer sponsored training sessions. • Participates in distance learning programs. • Reads technical manuals and service bulletins to ensure they are up to date with new technology.
Reading Text	<ul style="list-style-type: none"> • Reads product information and instructions for placing orders on suppliers' websites. • Reads recall notices on defective parts. • Scans technical manuals to learn of new technologies and the new parts they may need to stock.
Writing	<ul style="list-style-type: none"> • Writes brief notes to remember customers' requests or details needed when preparing orders and scheduling deliveries. • Writes descriptions on warranty forms explaining reasons why parts are being returned to manufacturer. • Writes short memos to co-workers to inform them of customers' needs.
Numeracy	<ul style="list-style-type: none"> • Verifies invoices from suppliers. • Adjusts delivery schedules to accommodate urgent customer requests. • Uses a digital load tester to verify if a battery is still functional. • Examines bin capacity, such as how many oil filters move at any time, and compares this to sales data to determine seasonal trends.
Oral Communications	<ul style="list-style-type: none"> • Interacts with delivery people to provide information on the specific parts to be delivered and customers' addresses. • Provides customers with information on different brands of parts and explains their characteristics, specifications, prices and warranties. • Communicates with suppliers to place orders and to request information on parts.
Working with Others	<ul style="list-style-type: none"> • Participates in formal discussions about work processes and product improvement. • Coordinates their work with colleagues to provide increased coverage and service to customers.
Computer Use	<ul style="list-style-type: none"> • Uses database software to record information on customers and suppliers, track inventory, place orders and prepare invoices. • Searches online catalogues from various suppliers to establish parts' availability.
Thinking Skills	<ul style="list-style-type: none"> • Locates out of stock or backordered parts through another manufacturer and verifies to the customer that a change in the manufacturer is an acceptable solution. • Determines when to order stock to ensure they have sufficient inventory to supply customers' needs. • Determines priorities among tasks such as reshelving returned parts, completing warranty forms, sorting parts and filling front shelves. • Remembers part numbers, characteristics and specifications. • Searches online catalogues to identify and verify parts' numbers and prices.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=359&ID=66905&v1=&v2=1472&v3=>

Occupation - Inventory Clerk

National Occupational Code (NOC) : 1474 (Purchasing and Inventory Clerks)

Responsibilities :

- ORGANIZATION - ensures that inventory control of materials, equipment and stock is maintained, maintains stock rotation and disposes of and accounts for outdated stock, verifies stock availability from current inventories, reviews requisition orders for accuracy
- ADMINISTRATION - prepares and maintains purchasing files, reports and records

The Nine Essential Skills	How Essential Skills Are Used By The Inventory Clerk
Document Use	<ul style="list-style-type: none"> • Compiles inventory reports. • Prepares requisition orders to replenish materials, equipment and stock. • Consults price tables for the cost of materials.
Continuous Learning	<ul style="list-style-type: none"> • Reads product brochures and material test reports from suppliers to learn about new products. • Reads trade magazines to keep current with changes in materials and purchasing processes. • Attend off-site training sessions.
Reading Text	<ul style="list-style-type: none"> • Reads purchase orders to see specifications of materials ordered. • Reads material safety data sheets (MSDS) to learn about the safe storage of hazardous materials. • Reads computer manuals to learn about new applications.
Writing	<ul style="list-style-type: none"> • Writes notes on requisition and purchase orders. • Writes letters to suppliers to find out which products they have in stock. • Fills out estimates for contracts.
Numeracy	<ul style="list-style-type: none"> • Monitors inventory by ensuring that sufficient quantities of various items are available based on projected demand. • Reconciles physical inventories with computer counts. • Calculates customer bills including taxes, delivery costs, product weights and discounts for volume purchases.
Oral Communications	<ul style="list-style-type: none"> • Briefs employees on what work has been completed and what still needs to be done. • Interacts with supervisors to confirm information on purchase orders, discuss reports, ask questions and request clarification on policy issues. • Speaks to suppliers about product availability and cost.
Working with Others	<ul style="list-style-type: none"> • Assists co-workers when completing large inventory tasks, unpacking or stocking items or producing lists of needed supplies.
Computer Use	<ul style="list-style-type: none"> • Tracks expenditures in an accounting program. • Monitors inventory levels as materials, equipment and stock are issued, transferred within an establishment or sold to the public using computerized inventory systems. • Compiles inventory reports using the information found in the computerized inventory systems. • Enters data for production scheduling, stock replenishment/relocation and inventory adjustments.
Thinking Skills	<ul style="list-style-type: none"> • Contacts supplier to ask for a credit note when a product that was not ordered is received. • Reprioritizes their processes and schedules and attempts to find replacement items when deliveries do not arrive on time. • Searches recent invoices for errors when the invoices processed do not match the inventory sent out. • Judges the importance of an urgent request for a large purchase and determines whether to go ahead with the order or place it on hold.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=21&ID=66917&v1=&v2=1474&v3=>

Occupation - Customs Broker

National Occupational Code (NOC) : 1236 (Customs, Ship and Other Brokers)

Responsibilities :

- CUSTOMER SERVICE - clears goods through customs and to their destination on behalf of importer or exporter clients, quotes duty and tax rates on commodities, provides advice to clients on import and export restrictions, tariff systems, letters of credit, insurance requirements and other custom related matters
- ADMINISTRATION - prepares documents on behalf of clients according to customs regulations, laws and procedures, acts as the client's power of attorney to sign import/export documents, arranges for payment of duties, taxes, storage and transportation of imported goods

The Nine Essential Skills	How Essential Skills Are Used By The Customs Broker
Document Use	<ul style="list-style-type: none"> • Scans tariff schedules to locate preferential tariffs applying to certain goods. • Enters shipping data into spreadsheet tables to prepare invoices. • Scans bills of lading to locate the details of shipments that must be cleared through customs.
Continuous Learning	<ul style="list-style-type: none"> • Reads trade publications and e-magazines to stay abreast of industry trends and to identify business opportunities. • Attends courses, conferences and seminars offered by government agencies and associations.
Reading Text	<ul style="list-style-type: none"> • Reads a customs notice from the Canada Border Services Agency to learn about the revised normal values and export prices of steel. • Reads legislation to verify rules and regulations. • Reads responses to client's appeals of government decisions.
Writing	<ul style="list-style-type: none"> • Writes e-mails to clarify procedures, request information about shipments and provide estimates of duties, taxes and other fees. • Writes an audit report after an investigation of a client's importing practices. • Writes briefs to the Canadian International Trade Tribunal on behalf of clients, appealing tariff classifications imposed by the Canada Border Service Agency.
Numeracy	<ul style="list-style-type: none"> • Calculates duties, taxes, storage and transportation costs of imported goods released through customs. • Analyzes customs data to determine increases or decreases in duties which occurred as a result of changes to trade agreements. • Estimates the time required to complete electronic forms for the clearance of goods through customs.
Oral Communications	<ul style="list-style-type: none"> • Assigns the preparation of import documents to a junior customs broker, reviews the documents they have completed and helps them with the classification of unfamiliar goods. • Interacts with supervisors to keep them up to date on clients' shipments and brokerage projects and to obtain guidance, recommendations and approvals. • Presents briefs to the Canadian International Trade Tribunal.
Working with Others	<ul style="list-style-type: none"> • Works with supervisors and co-workers to meeting clients' needs and achieve corporate goals. • Supervises junior brokers and support staff.
Computer Use	<ul style="list-style-type: none"> • Uses communication software to create and maintain distribution lists, receive correspondence and send e-mails to clients. • Uses the Internet to access government websites to review acts, regulations and procedures and to download forms. • Uses graphic software to create effective presentations for clients.
Thinking Skills	<ul style="list-style-type: none"> • Determines duties, taxes and other fees for goods that do not conform to any of the categories covered by legislation. • Sets priorities for shipments when processing multiple orders. • Evaluates the completeness and accuracy of the documents prepared on behalf of the clients prior to submitting them to the authorities. • Plans and organizes their days to meet clients' needs and to achieve corporate goals. • Remembers the general categories of goods to speed up classification processes. • Finds information about changes to shipping and tariff rules and regulations.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=244&ID=66920&v1=&v2=1236&v3=>

Occupation - Longshore Worker

National Occupational Code (NOC) : 7451 (Longshore Workers)

Responsibilities :

- CARGO HANDLING - transfers cargo throughout dock area and onto and from ships and other vessels, using a variety of equipment suitable for the particular load, performs other activities such as lashing and shoring of cargo aboard ships, opening and closing hatches, rigging cargo
- MAINTENANCE - cleans holds of ships

<i>The Nine Essential Skills</i>	<i>How Essential Skills Are Used By The Longshore Worker</i>
Document Use	<ul style="list-style-type: none"> • Interprets pictures to learn about hand signals or operating procedures such as how to handle lumber. • Reviews tables to obtain information such as ferry schedules and stowage patterns. • Interprets scale drawing of ships to locate cargo to be unloaded.
Continuous Learning	<ul style="list-style-type: none"> • Learns on the job as part of regular work activity. • Attends formal training sessions.
Reading Text	<ul style="list-style-type: none"> • Reads site regulations for each terminal to obtain information on operating procedures. • Refers to manuals to learn how to operate conventional cranes on ships and to find information such as rigging configurations. • Reads weight data written or stamped on the side of cargo to determine how to lift it safely.
Writing	<ul style="list-style-type: none"> • Completes a tally sheet to record the number of packages delivered. • Writes a note as a reminder of supplies needed on the location of a cargo hold.
Numeracy	<ul style="list-style-type: none"> • Measures the dimensions of a ship's hold to determine what goods will fit in the space. • Calculates the weight of a load to safely hoist it by crane. • Compares the weight of the items to be lifted to the weight rating of a sling to determine if the sling will safely lift the load. • Estimates the weight and dimensions of a vehicle to determine how best to securely lash it to a ship. • Performs measurement conversions - imperial vs metric.
Oral Communications	<ul style="list-style-type: none"> • Listens to and follows simple radio instructions from the gantry operator. • Communicates with co-workers to safely and efficiently co-ordinate the movement of goods. • Speaks with the crews of ships to locate cargo and co-ordinate work. • Provides information to checkers who monitor and record the transfer of cargo and the RCMP who manage security.
Working with Others	<ul style="list-style-type: none"> • Works in a team under the direction of a Foreperson to load and unload cargo. • Provides signalling for a co-worker operating a crane.
Computer Use	<ul style="list-style-type: none"> • Uses laptops or handheld computers to locate and track containers and to direct their movement on the pier, to and from ships, trucks or rail. • Receives an electronic message to the computer in the cab of the equipment advising where the container should be picked up and placed. Responds to the message indicating that the movement of the container has been executed.
Thinking Skills	<ul style="list-style-type: none"> • Decides which equipment is most suited to the job that must be done. • Remembers the operating procedures of each terminal to perform work in conformance with them. • Uses reference books, manuals and documents to find technical information such as rigging techniques. • When a load is off balance, assesses whether time should be taken to adjust the load. • Decides the sequence of loading goods into containers. • Decides if it is necessary to suspend work when there is a serious safety hazard.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=94&ID=66927&v1=&v2=7451&v3=>

Occupation - Freight Forwarding Logistician

National Occupational Code (NOC) : 1215 (Supervisors, Recording, Distributing and Scheduling)

Responsibilities :

- ORGANIZATION - co-ordinates, assigns and reviews the work of clerks engaged in shipping, receiving, storing, distributing and maintaining inventories of materials, parts and products, processing purchasing transactions, coordinating production work, dispatching crews, scheduling transportation crews and routes, operating airport ramp servicing vehicles and other related activities

<i>The Nine Essential Skills</i>	<i>How Essential Skills Are Used By The Freight Forwarding Logistician</i>
Document Use	<ul style="list-style-type: none"> • Reads schedules to monitor staffing. • Produces and interprets charts, graphs, lists, tables, schematics and drawings. • Reviews documentation for different types of goods, transport methods and transit routes.
Continuous Learning	<ul style="list-style-type: none"> • Reads trade magazines, newsletters, and periodicals to keep current on industry issues. • Learns on the job as part of regular work activity. • Attends off-site training courses.
Reading Text	<ul style="list-style-type: none"> • Reads government documents on such topics as labour relations, industry standards, government acts and regulations. • Reviews all relevant transportation instructions and details of goods being transported. • Reads trade terms and international standards for freight carriage, insurance and costs.
Writing	<ul style="list-style-type: none"> • Writes transportation policies and standards, including determination of safety procedures for the handling of dangerous goods and ensures compliance with transport regulations. • Completes relevant sections of the customs documentation. • Writes proposals that include documentation for estimates.
Numeracy	<ul style="list-style-type: none"> • Manages costs associated with transportation projects. • Compares budgets to actual expenditures and makes financial projections. • Measures distances and plans efficient transport routes to optimize efficiencies and reduce fuel costs. • Estimates shipping costs for prospective clients.
Oral Communications	<ul style="list-style-type: none"> • Regularly communicates with customers on progress in responding to their requirements. • Gives directions to employees on various tasks. • Holds staff meetings in order to make announcements, review policies and procedures and discuss problems.
Working with Others	<ul style="list-style-type: none"> • Co-ordinates activities with other work units or departments. • Trains workers in job duties, safety procedures and company policies. • Works with carriers to develop mutual goals, monitor performance and make adjustments.
Computer Use	<ul style="list-style-type: none"> • Uses spreadsheets and financial software to prepare financial information. • Uses the internet to source information. • Writes memos, letters and e-mails to relay information to customers, clients and other staff members. • Uses EDI software to send and receive documents.
Thinking Skills	<ul style="list-style-type: none"> • Establishes work schedules and procedures. • Resolves work related issues. • Makes decision taking the market, economic, social and political environments into account. • Remembers the application transportation laws and regulations. • Locates service providers in non-routine delivery zones and remote areas. • Negotiates with suppliers.

A Government of Canada Essential Skills Profile is not available.

Occupation - Shipper/Receiver

National Occupational Code (NOC) : 1471 (Shippers and Receivers)

Responsibilities :

- ORGANIZATION - maintains internal, manual or computerized record-keeping systems, oversees loading and unloading of goods from trucks
- ADMINISTRATION - prepares bills of lading, customs forms, invoices and other shipping documentation, assembles crates and containers, packs goods and affixes identifying information and shipping instructions, inspects and verifies incoming goods against invoices and other documents, records shortages and rejects damaged goods, unpacks, codes and routes goods to appropriate storage area

The Nine Essential Skills	How Essential Skills Are Used By The Shipper/Receiver
Document Use	<ul style="list-style-type: none"> • Refers to material safety data sheets (MSDS) to learn whether goods coming into the plant are hazardous and how they should be handled. • Uses a receiving log to record shipments. • Uses shipping lists to plan the timing of materials and trucks that will enter and exit the yard.
Continuous Learning	<ul style="list-style-type: none"> • Attends training seminars on workplace safety, use of new equipment, customs regulations and handling of dangerous goods. • Learns of the job as part of their regular work activity.
Reading Text	<ul style="list-style-type: none"> • Reads contracts between the shipping and trucking companies to determine pricing and terms of payment. • Reads policy manuals to learn about shipping procedures for various companies. • Reads customs forms for information about customs regulations, categories and duty numbers.
Writing	<ul style="list-style-type: none"> • Writes loading and delivery instructions to truck drivers. • Fills out labels and bills of lading for shipments. • Makes entries into a log book which outlines what has been received and what has been shipped.
Numeracy	<ul style="list-style-type: none"> • Approves invoices by checking the calculations for accuracy. • Calculates the costs of shipping by various carriers to determine the best value and on time delivery. • Calculates the weight of a skid by multiplying the weight of one box by the number of boxes on the skid. • Estimates how much inventory is available to fill an order.
Oral Communications	<ul style="list-style-type: none"> • Interacts with truck drivers to direct them to the appropriate loading dock. • Gives direction to co-workers for various tasks. • Interacts with client and carriers over the phone or in person.
Working with Others	<ul style="list-style-type: none"> • Assists co-workers when loading or unloading a large order. • Orients new employees.
Computer Use	<ul style="list-style-type: none"> • Assesses and records shipment information. • Enters load weights. • Prints orders for their own information.
Thinking Skills	<ul style="list-style-type: none"> • Finds the appropriate manner to deal with delayed shipments or damaged goods. • Decides how to direct lost packages. • Makes adjustments to work schedule based on frequent interruptions and changes in priorities caused by rush orders, production or shipping delays. • Remembers the pick up and delivery times for various shipping companies. • Finds purchase orders to keep track of costs and to avoid double-billing. • Decides whether to ship an incomplete order, taking into account the possibility of customers complaining or of losing contracts.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=18&ID=66933&v1=&v2=1471&v3=>

Occupation - Warehouseperson

National Occupational Code (NOC) : 7452 (Material Handlers)

Responsibilities :

- MATERIAL HANDLING - loads, unloads, moves, counts, weighs, sorts, packs and unpacks products and materials by hand or by using basic material handling equipment

<i>The Nine Essential Skills</i>	<i>How Essential Skills Are Used By The Warehouseperson</i>
Document Use	<ul style="list-style-type: none"> • Completes forms such as weekly inventory sheets. • Refers to weight charts which indicate what weights forklifts can safely lift. • Refers to road maps to find delivery locations.
Continuous Learning	<ul style="list-style-type: none"> • Learns on the job as part of their regular work activity. • Attends courses to receive training in first aid and the safe use of forklifts.
Reading Text	<ul style="list-style-type: none"> • Refers to manuals with information on the storage and handling of dangerous goods. • Reads standard operating procedures of the company. • Reads instructions for handling customer inquiries.
Writing	<ul style="list-style-type: none"> • Completes forms to record reasons for not accepting a shipment and noting conditions which need to be met for acceptance. • Completes activity logs to record tasks completed and any problem which occurred. • Writes notes to supervisors about shortages of materials or damaged goods received.
Numeracy	<ul style="list-style-type: none"> • Uses an equation to calculate the load distribution for a moving van. • Uses formulae to calculate the volume of regular shaped containers. • Assists in taking warehouse inventory.
Oral Communications	<ul style="list-style-type: none"> • Speaks to customers to get pick up and delivery instructions. • Communicates with suppliers to confirm details such as purchase order numbers. • Talks to mechanics about problems with the operation of trucks or forklifts.
Working with Others	<ul style="list-style-type: none"> • Assists co-workers to move heavy materials. • Assists with the loading and unloading of large orders.
Computer Use	<ul style="list-style-type: none"> • Enters delivery information into a carrier's pre-formatted software program to print shipping documentation. • Obtains information about changes in stock through a product database. • Enters invoicing information.
Thinking Skills	<ul style="list-style-type: none"> • Decides how to store items in the warehouse based on whether the storage is for long or short term. • Remembers where numerous items can be found in the warehouse. • Decides whether to unload a damaged shipment or refuse it until an investigation has been conducted. • Decides the sequence of deliveries, based on the urgency of the orders and the distance between destinations.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=95&ID=66938&v1=&v2=7452&v3=>

Occupation - Transit Planner

National Occupational Code (NOC) : 1476 (Transportation Route and Crew Schedulers)

Responsibilities :

- ORGANIZATION - reviews requisitions, running times, distances, personnel availability and other pertinent information to establish schedule parameters

<i>The Nine Essential Skills</i>	<i>How Essential Skills Are Used By The Transit Planner</i>
Document Use	<ul style="list-style-type: none"> • Compiles equipment and personnel records to produce operating reports. • Uses highway weight scale charts to schedule loads for drivers. • Consults city directories and street maps.
Continuous Learning	<ul style="list-style-type: none"> • Learns on the job as part of regular work activity. • Reads industry related materials. • Attends off-site training courses.
Reading Text	<ul style="list-style-type: none"> • Reads e-mail messages dealing with scheduling details. • Reads governmental policies, regulations and procedures. • Reads manuals outlining the requirements for the transporting of dangerous goods.
Writing	<ul style="list-style-type: none"> • Takes notes while speaking on the telephone or radio. • Writes daily activity logs. • Prepares daily work and run schedules.
Numeracy	<ul style="list-style-type: none"> • Schedules deliveries, assessing road and weather conditions, routes and distances. • Calculates how many trucks are required to handle freight of a given weight and dimension. • Provides an estimated cost for a service based on distance, method of payment and previous experience in sending vehicles to the same general area.
Oral Communications	<ul style="list-style-type: none"> • Takes direction from supervisors about changes in procedures or schedules. • Listens to drivers to keep track of their locations and to send them to various destinations. • Talks to customers to determine their transportation needs.
Working with Others	<ul style="list-style-type: none"> • Works jointly with team members to co-ordinate pickups and deliveries. • Demonstrates to other workers how tasks are performed. • Monitors the work performanc of others.
Computer Use	<ul style="list-style-type: none"> • Designs new or modifies existing schedules. • Accesses environmental information using the Internet. • Types memos and reports.
Thinking Skills	<ul style="list-style-type: none"> • Incorporates into route plan factors such as peak travel periods, holidays, special events and construction with emphasis on time and cost efficiency. • Assigns personnel to equipment and routes. • Remembers categories of dangerous goods so that they can advise drivers and clients on how to transport various substances. • Consults maps to assist drivers in finding delivery locations.

A Government of Canada Essential Skills Profile is not available.

Occupation - Inbound/Outbound Freight Co-ordinator

National Occupational Code (NOC) : 1475 (Dispatchers and Radio Operators)

Responsibilities :

- CUSTOMER SERVICE - calculates prices to respond to customer inquiries, determines customers' transportation needs
- ORGANIZATION - processes and transmits information and instructions to co-ordinate the activities of vehicle operators

<i>The Nine Essential Skills</i>	<i>How Essential Skills Are Used By The Inbound/Outbound Freight Co-ordinator</i>
Document Use	<ul style="list-style-type: none"> • Maintains work records and logs. • Consults maps to identify the best route to a particular destination. • Uses highway weight scale charts to schedule loads for drivers.
Continuous Learning	<ul style="list-style-type: none"> • Learns on the job as part of regular work activity. • Reads industry related materials. • Attends off-site training courses.
Reading Text	<ul style="list-style-type: none"> • Reads e-mail messages dealing with scheduling details. • Reads manuals outlining the requirements for transporting dangerous goods. • Reads shift schedules showing the number of hours they will work on a daily and weekly basis.
Writing	<ul style="list-style-type: none"> • Completes computer and manual records of mileage, fuel use, repair and other expenses. • Takes notes while talking on the phone or radio. • Writes daily logs with pertinent notes.
Numeracy	<ul style="list-style-type: none"> • Adjusts delivery schedules to accommodate special needs. • Calculates how many trucks are needed to handle freight of a given weight and dimension. • Estimates the weights of loads to make sure trucks do not exceed government or trailer manufacturer limits.
Oral Communications	<ul style="list-style-type: none"> • Dispatches personnel according to written schedule and work orders. • Listens to drivers to keep track of their locations. • Talks to customers over the phone or in person to determine their transportation needs.
Working with Others	<ul style="list-style-type: none"> • Coordinates work with drivers. • Works with other dispatchers to co-ordinate pickups and deliveries. • Monitors personnel workloads.
Computer Use	<ul style="list-style-type: none"> • Maintains operator work records and ensures time sheets and payroll summaries are completed accurately. • Operates computer-aided communication and dispatching equipment.
Thinking Skills	<ul style="list-style-type: none"> • Finds replacements for scheduled drivers who cancel at the last minute. • Decides which drivers to send out and which routes to use. • Sets priorities based on customer demands. • Remembers the boundaries of the areas to which drivers are assigned and the location of addresses within those boundaries. • Contacts clients to get directions for the driver.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=22&ID=66960&v1=&v2=1475&v3=>

Occupation - Parts Delivery Driver

National Occupational Code (NOC) : 7414 (Delivery and Courier Service Drivers)

Responsibilities :

- CUSTOMER SERVICE - services customers
- ADMINISTRATION - picks and verifies parts to be delivered, loads and unloads the delivery vehicle, collects and completes paperwork
- MAINTENANCE - maintains the delivery vehicle - keeping the tank full of gas, checking fluid levels, ensuring maintenance inspections are performed regularly

The Nine Essential Skills	How Essential Skills Are Used By The Parts Delivery Driver
Document Use	<ul style="list-style-type: none"> • Interprets a product's material safety data sheet (MSDS) to determine how a product is to be handled. • Uses the invoice generated by the parts counterperson to pick parts from the shelves. • Uses a map to locate customer addresses.
Continuous Learning	<ul style="list-style-type: none"> • Learns on the job as part of their regular work activity.
Reading Text	<ul style="list-style-type: none"> • Reads memos about work schedules and changes to delivery routes, dates and times. • Reads safety manuals about the transportation of dangerous goods. • Ensures part numbers on the products match the description of the part on the invoice.
Writing	<ul style="list-style-type: none"> • Records the form of payment received from customer at time of delivery. • Completes an accurate log of all deliveries and pickups on a daily basis. • Writes down names and addresses of customers given to them by the radio dispatcher.
Numeracy	<ul style="list-style-type: none"> • Processes payments at the customer's place of business. • Estimates the time required for a particular delivery, considering distance, traffic, weather conditions and the number of packages to be unloaded. • Measures the dimensions of parcels to determine how many can fit in the delivery vehicle.
Oral Communications	<ul style="list-style-type: none"> • Communicates with the dispatcher, parts manager or parts counter staff to coordinate pick ups and deliveries. • Interacts with customers to exchange pleasantries, obtain information or explain the transaction. • Reports any problems with customer payments, delays or work schedules.
Working with Others	<ul style="list-style-type: none"> • Checks with the parts manager or dispatcher to coordinate any last minute deliveries or pick ups from customers. • Delivers parts to customers in an efficient, timely and professional manner.
Computer Use	<ul style="list-style-type: none"> • Uses shop inventory software to locate part numbers, descriptions and physical location in the warehouse. • Uses the internet to obtain directions to customer location.
Thinking Skills	<ul style="list-style-type: none"> • Knows how to access company procedure in situations where the shop inventory system indicates a part is in stock/available but the part is not on the shelf. • Reorganizes their schedules to compensate for delivery schedule interruptions or delays. • Decides which routes and streets to take, based on traffic and the number and location of deliveries. • Remembers which routes are the most efficient at different times of the day.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=85&ID=66971&v1=&v2=7414&v3=>

Occupation - Rim and Tire Technician

National Occupational Code (NOC) : 7443 (Automotive Mechanical Installers and Servicers)

Responsibilities :

- SERVICE AND REPAIR - adjusts, repairs or replaces tires, rims and hubs
- INSPECTION - inspects vehicle brakes, steering and suspension systems and their components for wear and/or damage
- CUSTOMER SERVICE - advises customers on work performed, general vehicle condition and future repair requirements

<i>The Nine Essential Skills</i>	<i>How Essential Skills Are Used By The Rim And Tire Technician</i>
Document Use	<ul style="list-style-type: none"> • Scans labels to confirm the proper part number, serial number and size. • Reviews manufacturer's documentation to determine specifications for torque settings. • Accesses manufacturer's bulletins, manuals updates and recall information related to vehicles and tires.
Continuous Learning	<ul style="list-style-type: none"> • Reads articles in automotive periodicals to broaden knowledge of the industry. • Participates in web forums and technical support sites to share unusual or difficult repairs. • Attends training sessions provided by vehicle manufacturers, parts suppliers, employers and associations.
Reading Text	<ul style="list-style-type: none"> • Reads work orders to understand the work scheduled for the vehicle. • Reads about repair procedures in a computerized manual found on a CD ROM. • Reads recall information related to vehicles and tires.
Writing	<ul style="list-style-type: none"> • Writes notes on work orders describing any observations and findings. • Records any recommended service or maintenance.
Numeracy	<ul style="list-style-type: none"> • Checks and sets all tire pressures to specification. • Measures tread wear with a tread gauge. • Uses a chart and gauge to determine the type of weight to use to balance a wheel.
Oral Communications	<ul style="list-style-type: none"> • Speaks with customers and service advisors to gain additional information about vehicle repairs. • Communicates with colleagues to coordinate the use of hoists and tire machines.
Working with Others	<ul style="list-style-type: none"> • Assists co-workers with complex repairs. • Orients new employees. • Participates in discussions regarding work processes.
Computer Use	<ul style="list-style-type: none"> • Uses the wheel balancer to identify heavy spots on the wheel. • Enters repair and service date (time spent, parts used, steps taken) onto electronic database systems.
Thinking Skills	<ul style="list-style-type: none"> • Decides whether to repair or replace a tire or rim. • Verifies the source of the reported problem by road testing the vehicle. • Remembers basic setting and specific tolerances such as air pressure, bolt tightening sequences and torque wrench settings. • Troubleshoots common tire problems.

The complete Government of Canada Essential Skills Profile is available at:

<http://www10.hrsdc.gc.ca/ES/English/ShowProfileNOC.aspx?v=92&ID=66974&v1=&v2=7443&v3=>