

Transportation Logistics & Dispatching Specialist

Labour Market Outlook | 2018-2023 | NOC: 1525



Labour Market Report prepared by

Labour Market Solutions Ltd.

Publisher of the BC Labour Market Report

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Transportation Logistics & Dispatching Specialists Labour Market Report

Section 1: Occupational Outlook Page 3

- Occupational Description
- Occupational Growth
- Essential Skills
- Retirements vs. Occupation Growth
- Demographics
- Salary Data

Section 2: Personal Suitability Page 12

- Personality and Temperament Data
- Holland Interest Codes
- Work Styles
- Work Values

Section 3: Industry Data Page 13

- Industry Introduction
- Industry Outlook
- Regional Data
- National Comparisons

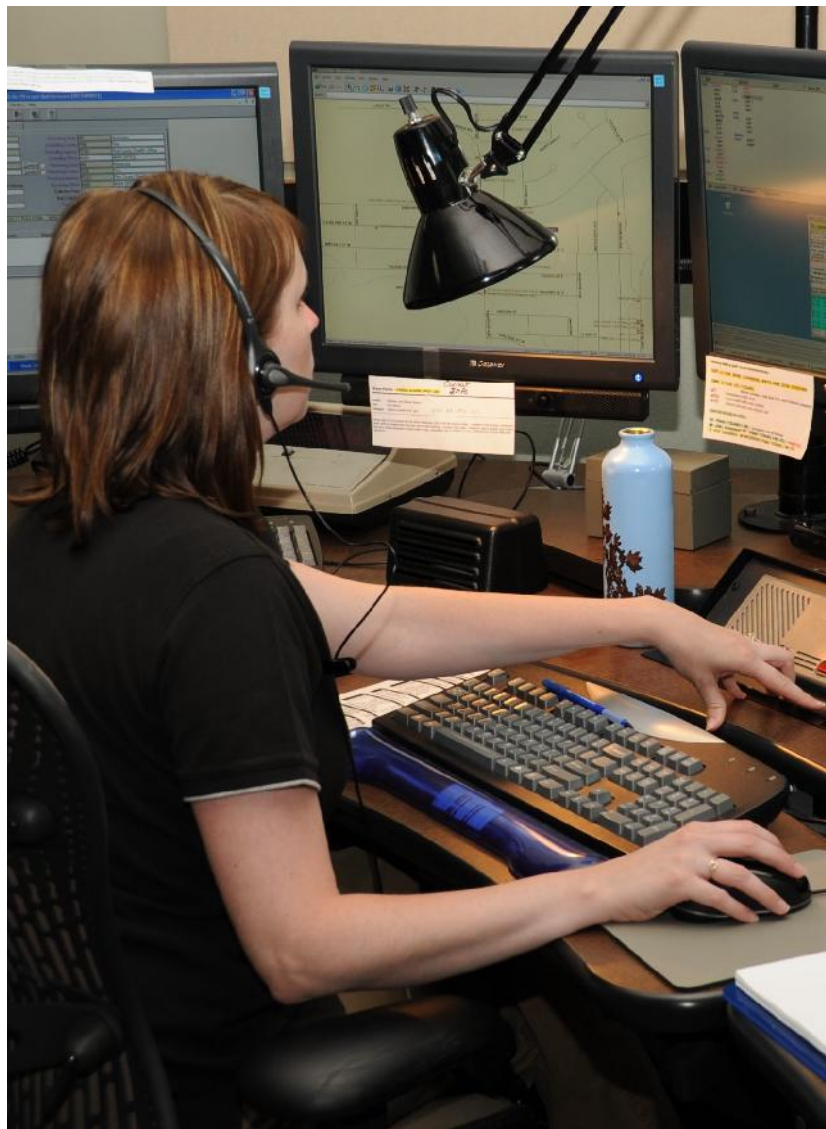
Section 4: External Impacts Page 14

- Role of Automation
- Population Demographics
- Industry Trends
- Education and Training Trends

Section 5: Job Posting Analysis Page 15

- Summary of BC Job Postings
- Required Education and Training
- Experience Expectations
- National Comparisons

Section 6: Acknowledgements Page 17



Report prepared by Christian Saint Cyr
Publisher

BC Labour Market Report

November 14, 2017

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SECTION 1 | OCCUPATIONAL OUTLOOK

OCCUPATIONAL DESCRIPTION

The following Occupation Description and the accompanying report applies to **Transportation Logistics & Dispatching Specialists**. According to the National Occupation Classification, 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.

Tasks

- Schedule, dispatch and monitor resources (e.g. human or material) some or all of the following tasks in transit and at locations according to written schedules, work orders, customer requests, specifications, or needs, or as required 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
- 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

Technology Skills

- 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)
- Data base user interface and query software — Database software
- Electronic mail software — Email software; Microsoft Outlook
- Expert system software — Computer aided dispatching auto routing software
- Mobile location based services software — Global positioning system GPS software; Resource management software; Situation resource tracking software

Knowledge

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Transportation — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills

- Speaking — Talking to others to convey information effectively.
- Coordination — Adjusting actions in relation to others' actions.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Abilities

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Near Vision — The ability to see details at close range (within a few feet of the observer).

Work Activities

- Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Scheduling Work and Activities — Scheduling events, programs, and activities, as well as the work of others.

- Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Detailed Work Activities

- Track goods or materials.
- Schedule operational activities.
- Operate communications equipment or systems.
- Relay information between personnel.
- Prepare employee work schedules.

Work Context

- Telephone — 100% responded “Every day.”
- Contact With Others — 88% responded “Constant contact with others.”
- Spend Time Sitting — 83% responded “Continually or almost continually.”
- Electronic Mail — 92% responded “Every day.”
- Work With Work Group or Team — 63% responded “Extremely important.”
- Freedom to Make Decisions — 60% responded “A lot of freedom.”
- Work With Work Group or Team — 74% responded “Extremely important.”

OCCUPATIONAL GROWTH

The growth rate for **Transportation Logistics & Dispatching Specialists** is expected to be greatest on the Mainland / Southwest British Columbia; followed by Vancouver Island and the Thompson / Okanagan. Given the specialized nature of this occupation, insufficient numbers of staff were available to make predictions for other regions.

Over a ten-year period of time, it's projected British Columbia will need an additional 1,230 workers in the category of 'dispatchers', **Transportation Logistics & Dispatching Specialists** represent 100% of this category, meaning we can expect the full 1,230 new jobs for this occupation over 10 years.

Transportation Logistics & Dispatching Specialists

As represented by 'dispatchers'

Region	Annual Growth	New Jobs 2017-2027	2017	2018	2019	2020	2021	2022
			Act. Total Workforce	Proj. Total Workforce	Proj. Total Workforce	Proj. Total Workforce	Proj. Total Workforce	Proj. Total Workforce
Mainland / Southwest	0.9%	970	2910	2,934	2,958	2,982	3,006	3,030
Vancouver Island / Coast	0.6%	170	480	484	488	492	496	500
Thompson / Okanagan	0.2%	90	310	312	314	316	318	320
Kootenay	n/a	n/a	50	51	51	52	52	53
Cariboo	n/a	n/a	90	91	92	93	94	95

FIVE-YEAR OCCUPATIONAL GROWTH PROJECTIONS

Over a five-year period of time, the vast majority of new jobs in British Columbia will occur on the Mainland / Southwest British Columbia, with 485 new projected jobs. This is followed by Vancouver Island with 85 new jobs and the Thompson Okanagan with 45 new jobs.

These projections define 'new jobs' as both an expansion in the workforce as well as jobs which become available due to retirements and other types of attrition. In this area, it is projected three existing jobs will become available for every one new job created.

ESSENTIAL SKILLS

Employers place a strong emphasis on Essential Skills in the workplace. Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.

Each profile contains a list of example tasks that illustrate how each of the 9 Essential Skills is generally performed by

the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

The following is a detailed description of the Essential Skills critical to **Transportation Logistics & Dispatching Specialists**.

Essential Skill: Reading	Skill Level
Frequently read e-mail messages, faxes, memos, schedules, incident reports, company and governmental policies, regulations, procedures, client letters, special instructions, manuals, weather reports, etcetera	Overview
Read e-mail messages dealing with scheduling details.	1
Read incident reports.	2
Read company and governmental policies, regulations and procedures.	2

Essential Skill: Document Use	Skill Level
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, telcharts, etc.	Overview
Consult city directories to verify if certain addresses exist.	1
Look at street and road maps to identify the best route to particular destinations.	2
May read a variety of forms, such as ambulance transport forms which note the circumstances of transport and the condition of patients and taxi "trip tickets" which record the address of the customer and the cab number of the taxi dispatched.	2
May use highway weigh scale charts to schedule loads for drivers.	2
May complete data strips showing aircraft type, point of departure and destination.	2
May interpret drawings of correct towing techniques for various vehicles.	3
May complete 911 trace forms when a phone trace must be made to locate a caller.	3

Essential Skill: Writing	Skill Level
Complete fax forms to answer customer inquiries.	1
Take notes while talking by phone or radio. These notes are used to prepare incident reports or to maintain records.	1
Write daily logs with pertinent notes for the next shift.	1
Write interoffice memos and e-mail. For example, they write to the accounting office about special billings.	2
May record information about school bus runs, noting any special circumstances which drivers need to know, such as a child having a broken leg.	2
May write police incident reports providing names, addresses, dates, relevant background information and details of cases.	3
May write ambulance reports, outlining the urgency of the call, the condition of the patient and action taken to reach family members. These reports record the information which the dispatcher has passed to the ambulance driver.	3

Essential Skill: Numeracy	Skill Level
Perform quick addition and subtraction to inform clients of the amount owing.	1
Accept payment from customers if they come into the office to pay in advance.	1
May calculate the amount of money owed by customers or the payment due to independent contract employees.	2
May schedule deliveries, assessing road and weather conditions, routes and distances.	2
Adjust delivery schedules to accommodate special needs, such as a high priority shipment.	3
May calculate how many trucks are needed to handle freight of a given weight and dimension. They must take into account the weight of skids and packaging and how much will fit in a load.	2

Essential Skill: Oral Communications	Skill Level
Take direction from supervisors about changes in procedures or schedules.	1
May attend staff meetings to exchange information and to discuss problems and ways of improving service.	2
Exchange information about the volume of business with co-workers and co-ordinate tasks with other dispatchers.	2
May interact with emergency personnel to arrange for quick and effective response by police vehicles, fire trucks or ambulances.	3
Talk to customers over the phone or in the office in order to determine their transportation needs.	1
Listen to drivers to keep track of their locations and speak with them via a two-way radio to send them to various destinations.	2

Essential Skill: Thinking	Skill Level
Find replacements for scheduled drivers who cancel at the last minute.	1
Respond quickly by calling police if they hear a driver report a physical threat.	1
May face difficulties if essential information for a "time call" is missing from the file. They search manuals and directories to find the needed phone number or address.	1
Deal with irate customers when snow delays prevent cars from keeping expected schedules. They calm customers and in urgent cases may call other drivers to see if another vehicle will be able to respond more quickly than the one originally dispatched.	2
May have to reassign scheduled work if a vehicle breaks down. For truck dispatchers, vehicle breakdowns require the reloading of cargo.	2
Decide which of several calls is the most urgent when several calls come in at once.	1
May decide whether to send one or two tow-truck drivers to change a tire on a busy highway.	1
May decide which police officer to dispatch to a call, taking into account such factors as the time remaining on officers' shifts and the language skills required.	2
Decide which drivers to send out and which routes and vehicles to use.	2
May decide whether to tell a driver to wait for a child who is not at the school gate at pickup time or whether to send the driver on another call. The decision is delicate, since time and profit must be weighed against child safety.	3
Contact clients to get directions for the driver.	1
May use a computer database to read codes indicating where various vehicles are located.	1
Consult phone lists to contact customers in response to inquiries or complaints.	1
Consult maps to help drivers.	1

Essential Skill: Digital Technology	Skill Level
They may type memos and reports.	2
They may retrieve satellite and radar imagery and print out maps.	2
They may enter invoice information.	2
They may access environmental information on the Internet.	2
Use other computer applications. For example, dispatchers may use paging and dispatch tow-truck software. Radio operators may obtain computer-generated information from the radar screen.	2
They may compile data on transport or retrieve data from a specialized weather database.	3

Problem Solving (Non-Ranked Skills)

- 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

Significant Use of Memory (Non-Ranked Skills)

- 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 (Non-Ranked Skills)

- 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 (Non-Ranked Skills)

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.

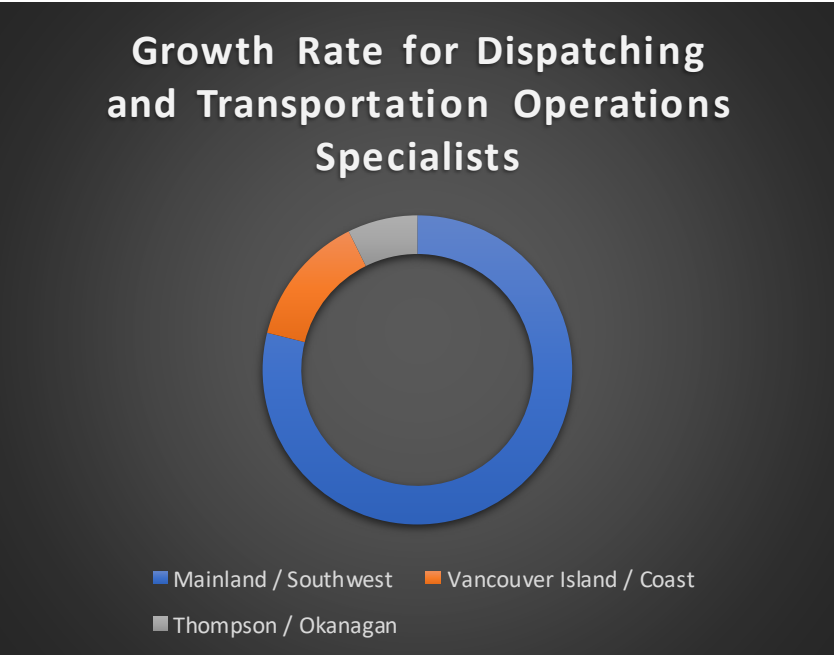
Physical Abilities (Non-Ranked Skills)

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.

RETIREMENTS VS. NATURAL OCCUPATION GROWTH

Over the next ten years, it is projected that 24.9% of the new jobs will occur as the total number of **Transportation Logistics & Dispatching Specialists** grows, with 75.1% of the jobs becoming available as workers retire.

Region	Retirements	Growth	Total
Mainland / Southwest	728	242	970
Vancouver Island / Coast	128	42	170
Thompson / Okanagan	68	22	90
Kootenay	n/a	n/a	n/a
Cariboo	n/a	n/a	n/a



DEMOGRAPHICS

Age Distribution

The age distribution of **Transportation Logistics & Dispatching Specialists** has 8% of the workforce between the ages of 15-24; 49% between 25-44; 40% between 45-64; and 3% over the age of 65.

Age Distribution	
Age 15-24	8%
Age 25-44	49%
Age 45-64	40%
Age 65+	3%

Gender

The distribution between men and women in this profession is extremely even. Women represent just 52% to the 48% represented by men.

Gender	
Male	48%
Female	52%

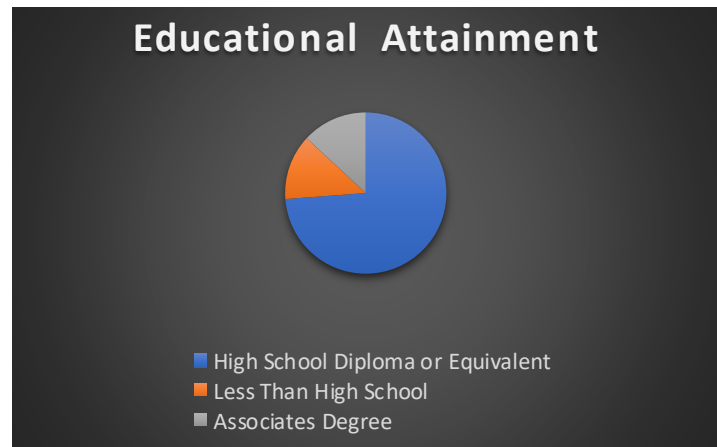
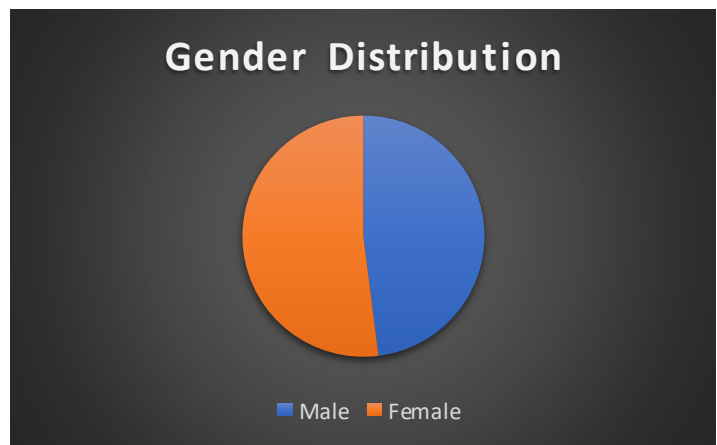
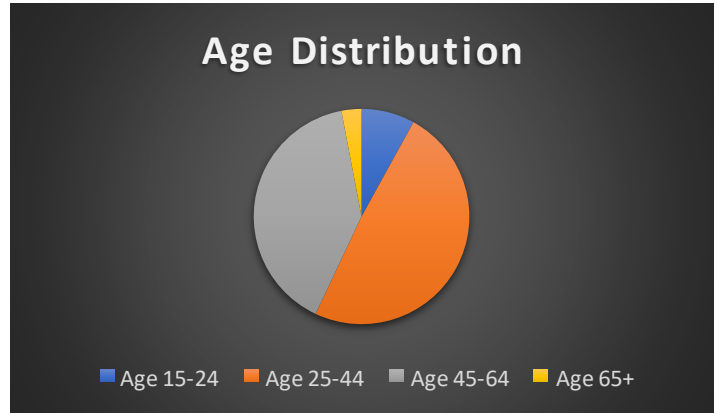
Education

Approximately 11% of **Transportation Logistics & Dispatching Specialists** have post-secondary education.

Educational Attainment	
High School Diploma or Equivalent	62%
Less Than High School Diploma	11%
Associates Degree	11%

SALARY DATA

- **Service Canada:** Salaries for **Transportation Logistics & Dispatching Specialists** range from a low of \$15.00 per hour to a high \$36.64 per hour; with mid-range salaries typically averaging: \$25.00 per hour. The highest wages in Canada for this profession are in Alberta where high-wages typically range as high as \$40.06 per hour. The lowest wages in this occupation was New Brunswick where low-wages typically average \$11.00 per hour.
- **Payscale:** The average pay for an **Transportation Logistics & Dispatching Specialists** is \$38,000 per year. The average pay for a Dispatcher (but not Police, Fire, or Ambulance) is C\$16.30 per hour. Most people with this job move on to other positions after 20 years in this career.
- **BC Stats:** The Provincial Median salary for **Transportation Logistics & Dispatching Specialists** is \$52,140 per year. The low-wage average is \$14.00 per hour, the mid-wage average is \$25.00 per hour and the average high way is \$35.71 per hour.



SECTION 2 | PERSONAL SUITABILITY

PERSONALITY AND TEMPERAMENT DATA

A common Myers-Briggs temperament type associated with **Transportation Logistics & Dispatching Specialists** is ESTJ; often referred to as *'Implementer Supervisors'*. While there can be great variation between a person's personality and a career they are suitable for, this type would suggest that Transportation Logistics & Dispatching Specialists would tend to be more:

(E)xtravert	over	Introvert
(S)ensory	over	Intuitive
(T)hinker	over	Feeler
(J)udgement	over	Perceptive

ESTJs are described as practical, realistic, matter-of-fact. Decisive, quickly move to implement decisions. Organize projects and people to get things done, focus on getting results in the most efficient way possible. Take care of routine details. Have a clear set of logical standards, systematically follow them and want others to also. Forceful in implementing their plans.

HOLLAND INTEREST CODE: C.R.E.

Holland Codes and the abbreviation RIASEC refer to John Holland's six personality types: **Realistic**, **Investigative**, **Artistic**, **Social**, **Enterprising** and **Conventional**. Career Key organizes and scientifically classifies careers, college majors, career clusters, and career pathways by these personality types. **Transportation Logistics & Dispatching Specialists'** interests are catalogued as:

Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

WORK STYLES: TRANSPORTATION LOGISTICS & DISPATCHING SPECIALISTS

- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.
- **Stress Tolerance** — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- **Integrity** — Job requires being honest and ethical.
- **Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

WORK VALUES: TRANSPORTATION LOGISTICS & DISPATCHING SPECIALISTS

- **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
- **Independence** — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
- **Working Conditions** — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

SECTION 3 | INDUSTRY DATA

INDUSTRY INTRODUCTION

The *Transportation and Warehousing Sector* is made up of organizations involved mainly in transporting passengers and goods and in warehousing and storing goods.

- Most of the employment in the Transportation and Warehousing industry is in the Mainland / Southwest region.
- Almost half of all employees in the industry are unionized.
- Wages in this industry are comparable to the provincial average.
- Unemployment rates are low in this industry compared to the all-industry average in B.C.
- Only a small portion of employees in this industry are under 25 years of age.

INDUSTRY OUTLOOK

Employment in B.C.'s Transportation and Warehousing Sector is expected to reach about 138,500 during 2017. This

would be a net gain of about 6,200 new jobs since 2012. This represents an increase of 5.5 percent during the five-year period, which is just below B.C.'s projected average growth in employment (6.4 percent).

In 2017, it is predicted that the Transportation and Warehousing Sector will generate 5.9 percent of the province's employment, on par with similar levels set in 2012.

- **10 year total demand increase (2015-2025) 8,500**
- **Forecasted average annual demand growth (2015-2025) 1.3 %**

REGIONAL DATA

The vast majority of workers in this sector are located in the Mainland / Southwest, where 68.6% of workers are located, followed by concentrations of 12.1% on Vancouver Island / Coast and 10.2% in the Thompson / Okanagan.

Transportation and Warehousing Sector

Region	% Transp. & Warehousing	% Employment All Industries
Mainland / Southwest	68.6%	63.7%
Vancouver Island / Coast	12.1%	15.5%
Thompson / Okanagan	10.2%	10.0%
Kootenay	1.8%	3.0%
Cariboo	2.9%	3.4%
North Coast & Nechako	1.9%	1.8%
Northeast	2.6%	1.7%

NATIONAL COMPARISONS

The **Transportation and Warehousing Sector**, NAICS Code 48-49, is comprised of 188,106 enterprises across Canada with 26,733 of those enterprises in British Columbia. It is primarily comprised of small businesses with 98.3% of enterprises employing 0-99 businesses. Approx. 72.2% of businesses are considered micro-businesses, employing five or less people.

Province	Employers	Non-Employers	Total Estab.	% of Canada
Ontario	26,780	49,213	75,993	40.6%
Quebec	12,346	22,022	34,368	18.3%
British Columbia	7,776	18,957	26,733	14.2%
Alberta	9,449	19,383	28,832	15.3%
Manitoba	2,696	4,869	7,565	4.0%
Saskatchewan	2,100	4,408	6,508	3.4%
New Brunswick	1,349	1,666	3,015	1.6%
Nova Scotia	954	1,664	2,618	1.4%
Newf'dl & Labrador	726	787	1,513	0.8%
Prince Edward Island	310	310	620	0.3%
Yukon	93	140	233	0.1%
Northwest Territories	63	82	145	0.0%
Nunavut	45	42	87	0.0%
Canada	64,687	123,543	188,230	100.0%

SECTION 4 | EXTERNAL IMPACTS

ROLE OF AUTOMATION

According to the 2016 report, *'The Talented Mr. Robot: The impact of automation on Canada's workforce'*, nearly 42% of the Canadian labour force is at a high risk of being affected by automation in the next decade or two. Individuals in these occupations earn less and are less educated than the rest of the Canadian labour force. While the literature suggests that these occupations may not necessarily be lost, we also discovered that major job restructuring will likely occur as a result of new technology. Using a different methodology, the report found that nearly 42% of the tasks that Canadians are currently paid to do can be automated using existing technology.

Technology is also impacting **Transportation Logistics & Dispatching Specialists** (research at McKinsey & Company). Many of their routine tasks can be automated. **Transportation Logistics & Dispatching Specialists** will continue to prosper by embracing technology, educational upgrading and utilizing this technology to enhance their workplace-based skills.

POPULATION DEMOGRAPHICS

The 2016 Census from Statistics Canada, released in mid-2017, shows the largest increase in the share of seniors since the first census after Confederation. The proportion of those aged 65 and older climbed to 16.9% of Canada's population, exceeding the share of those under 15 years old at 16.6%.

Meanwhile, the portion of the working-age population – those between the ages of 15 and 64 – declined to 66.5% from 68.5% in the 2011 census.

It is becoming increasingly more difficult for employers to secure and retain the workers they wish to recruit. According to WorkBC, the need to replace retiring workers is expected to drive over two-thirds of projected job openings to 2025 for every occupational group.

INDUSTRY TRENDS

About half of total projected job openings over the outlook period are expected to be in three major occupational groups:

- *Sales and Service Occupations*
- *Business, Finance and Administration Occupations*
- *Management Occupations*

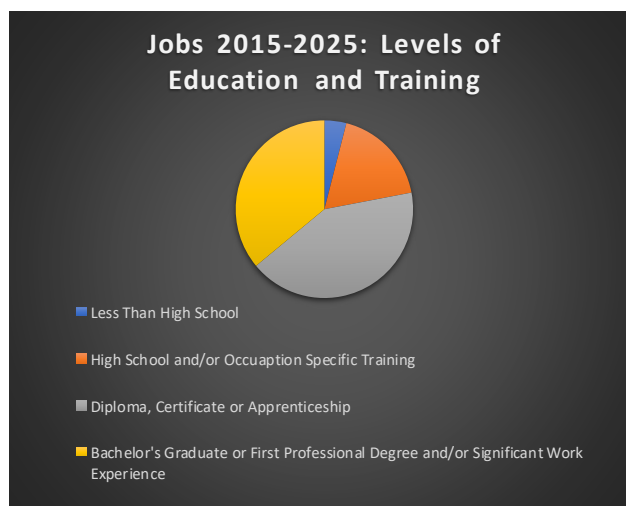
Sales and Service occupations, particularly in retail trade, offer significant opportunities for people to enter the labour force and develop skills and competencies. About 30% require advanced education or work experience. Business, Finance, Administration and Management occupations offer a wide range of opportunities, playing crucial roles in the functioning and competitiveness of virtually every organization in BC.

Significant demand is also expected in trades, transportation and related occupations – about 123,000 job openings representing 13% of total job openings over the 10-year outlook period.

EDUCATION AND TRAINING TRENDS

By the year 2025, it's projected that 899,800 new jobs will be created in British Columbia due to economic expansion and attrition. More than three quarters of the openings will require some postsecondary education and training.

The largest share, 42%, will likely be in occupations requiring diploma, certificate or apprenticeship training (National Occupational Classification Skill Level B). The second largest share, 36%, will be in occupations that require a bachelor's, graduate or first professional degree and/or significant work experience. Management occupations are included in this group (Skill Levels A and O). Combining these two groups shows that 78% of future job openings will require post-secondary education.



SECTION 5 | JOB POSTING ANALYSIS

SUMMARY OF BRITISH COLUMBIA JOB POSTINGS

In preparing this report, we examined 168 job postings for **Transportation Logistics & Dispatching Specialists**. The following is a list of the most common attributes expected by employers divided into the following categories: **1. Technical Skills**, **2. Organizational Skills**, and **3. Interpersonal Skills**.

Technical Skills

- Ensure orders and trips are recorded in TMS accurately
- Experience working with a CRM is Preferred
- Computer skills including MS Office
- Proficiency with technology specifically Word, Excel (spreadsheets)
- Excellent knowledge of the Lower Mainland and GVRD
- Be familiar with National Safety Code requirements and hours of service
- Operating a radio systems and complex phone system
- Able to manage a mixed fleet of 40+ cars, vans and trucks
- Billing / Dispatch skills
- Knowledge of CRO Dispatching software
- Able to make ACI Manifest
- Enter and ensure the accuracy of new shipment information in the dispatch system (Accellos)
- Entering of Bin delivery, pickup and exchange requests into CRO Dispatch system - daily.
- Maintain billing files
- Responsible for clearing cross boarder paperwork
- Industry skills with a carrier, freight forwarder or customs broker
- Manage inbound shipments ETA's to ensure customer requirements are met
- Route drivers to ensure highest level of productivity
- Experience with common FTL or LTL carriers, and freight classes

Organizational Skills

- Strong organization skills and detail orientation
- Handling high volume of phone calls and troubleshooting technical requests
- Project coordination and/or logistics experience
- Experience in dispatching within the same day courier industry
- Verify accuracy of driver paperwork for billing purposes
- Highly organized, quick thinker who can manage time-

sensitive shipments in a fast-paced, performance-driven work environment

- Excellent organizational skills
- Coordinating trips optimizing company equipment
- Dispatch orders fairly to ensure equal distribution
- Success in balancing conflicting priorities
- Basic math skills (addition, subtraction, division, multiplication, and understanding percentages)
- Ensure drivers are delivering orders on time

Interpersonal Skills

- Handle incoming requests for customer service via email and the telephone
- Strong ability to communicate clearly and concisely in English, both written and oral forms
- Attention to detail, and an understanding of customer service principles
- Work well under pressure and in a team environment
- Identify any problems, work with management to resolve
- Coordinate deliveries with night drivers
- Able to grow, learn and work in a team environment
- Willingness to learn scheduling of equipment and drivers
- Work effectively in a team environment with a goal of improving customer service
- Ensures regular and clear communication with drivers
- Team player who works well with others
- Passionate and self-motivated
- Communicate any errors or problems directly to the Operations Manager

REQUIRED EDUCATION AND TRAINING

Education, Training & Qualifications:

- Completion of secondary school is required
- Police and emergency dispatchers are required to complete formal on-the-job training
- Other dispatchers usually undergo some informal on-the-job training
- Police and emergency dispatchers and other radio operators usually require provincial radio operator's certificates.

EXPERIENCE EXPECTATIONS

Approximately 35% of job postings specified experience. Of the jobs which did require experience, most typically required 2-3 years.

NATIONAL COMPARISONS

Transportation Logistics & Dispatching Specialists — Job Postings and Salary Averages

As represented by the 'dispatchers'

Jurisdiction	Job Postings	Low Wage	Med. Wage	High Wage
Alberta	9	\$18.00	\$25.00	\$40.06
British Columbia	20	\$15.00	\$25.00	\$36.64
Manitoba	5	\$12.98	\$20.67	\$32.00
New Brunswick	3	\$11.00	\$17.34	\$28.37
Newfoundland and Labrador	1	N/A	N/A	N/A
Northwest Territories	0	N/A	N/A	N/A
Nova Scotia	3	\$12.95	\$22.22	\$30.05
Nunavut	0	N/A	N/A	N/A
Ontario	26	\$12.00	\$22.44	\$35.00
Prince Edward Island	0	N/A	N/A	N/A
Québec	96	\$14.75	\$22.00	\$29.10
Saskatchewan	6	\$13.50	\$22.00	\$33.00
Yukon	0	N/A	N/A	N/A

SECTION 6 | ACKNOWLEDGEMENTS

In preparing this report, we gathered labour market information, data and analysis from the following resources:

Resource	Link
Automotive Retailers Association	www.ara.bc.ca
Average Wages (Statistics Canada)	www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm
BC Stats	www2.gov.bc.ca/gov/content/data/about-data-management/bc-stats
Brookefield Institute	http://brookfieldinstitute.ca/wp-content/uploads/2016/06/TalentedMrRobot.pdf
British Columbia 2025: Labour Market Outlook	www.workbc.ca/getmedia/00de3b15-0551-4f70-9e6b-23ffb6c9cb86/LabourMarketOutlook.aspx
Canadian Industry Statistics	www.ic.gc.ca/app/scr/app/cis/search-recherche
Career Key	www.careerkey.org
Employment by Major Industry Group (Statistics Canada)	www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labr67g-eng.htm
Glass Door	www.glassdoor.ca
Government of Canada Job Bank	www.jobbank.gc.ca
Hays Recruiting Salary and Industry Data	www.hays.ca/salaryguide/
Indeed	www.indeed.ca
Industry Training Authority	www.itabc.ca
Job Market Trends and News	www.jobbank.gc.ca/LMI_bulletin.do?AREA=&INDUSTRYCD=&EVENTCD=
LinkedIn Salary	www.linkedin.com/salary/
Myers-Briggs Foundation	www.myersbriggs.org
North American Industry Classification System (NAICS) Canada	www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=118464
O*Net OnLine	www.onetonline.org
Salaries and Wages - Canadian Industry Statistics	www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm
Simply Hired	www.simplyhired.ca
Statistics Canada	www.statcan.gc.ca/eng/start
Trades Training BC	www.tradestrainingbc.ca
WorkBC Occupation Data	www.workbc.ca/Jobs-Careers/Explore-Careers.aspx
WorkBC Industry Data	www.workbc.ca/Labour-Market-Industry/Industry-Profiles.aspx
Wow Jobs	www.wowjobs.ca

November 14, 2017

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Labour Market Solutions and Automotive Training Centres