

Careers in the Supply Chain

CREW DISPATCHERS

National Occupational Classification Code – 2275

Alternative Titles:

- transportation dispatcher
- chief rail traffic controller
- marine traffic regulator
- rail traffic controller



Industry Description

Crew dispatchers co-ordinate passenger and freight train traffic on railways. They are employed by rail transport companies. Marine traffic regulators monitor and regulate coastal and inland marine traffic within assigned waterways.

General Job Description

Crew dispatchers co-ordinate the activities of drivers and other personnel. They process and transmit information and instructions to co-ordinate the activities of vehicle operators, crews and equipment, using a variety of computer-aided communications and dispatching equipment.

Job Functions

Railway traffic controllers perform some or all of the following duties:

- Operate and monitor centralized traffic-control systems to co-ordinate and follow railway traffic.
- Chart train movements, calculate arrival and departure times, and record rail traffic information.
- Issue instructions to control the movement of passenger and freight train traffic and on-track mobile maintenance equipment.
- Receive, record and relay train instructions to train crew by hand or radio telephone.
- May supervise and train other railway traffic controllers.

Marine traffic regulators perform some or all of the following duties:

- Direct and monitor vessel movements using radar or closed-circuit monitors, remote radio systems and other telecommunication equipment.
- Obtain position, course, speed and estimated arrival time of vessels and monitor vessel progress through traffic zone.
- Issue clearance instructions to vessels, advise vessels of traffic volumes and weather conditions, and relay information to next marine traffic control sector.
- Report accidents, distress signals, navigational hazards and other emergencies to authorities.
- Maintain radio and telephone contact with adjacent marine control sectors and with vessels within area of jurisdiction.
- Maintain log of vessel movements, size and structure.

Physical Demands Analysis

- Good-to-excellent physical condition
- Manual dexterity
- Ability to get along well with others
- Good communications skills

Position Expectations:

Essential Skills	
Reading Text	2
Document Use	2
Computation	3
Writing	2
Oral Communication	2
Thinking Skills	2
Working with Others	2
Computers	2
Continuous Learning	2

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = high

Salary Range

Visit Working in Canada, at <http://workingincanada.gc.ca/welcome.do?lang=en>, to get current information about this position, including salary information.

Pre-employment Skills

- 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.
- Radio operators and police and emergency dispatchers usually require provincial radio operator's certificates.

Find information about supply chain-related educational offerings across Canada in the CSCSC's education compendium, at <http://www.supplychaincanada.org/en/education-information>.

Career Levels/Years of Experience

Career Levels	Position	Average Experience	
		From	To
10	Site Manager	7 years	
9	Operations Manager	5 years +	
8	Cross Functional Training	4 years +	
7	Area/Department Manager	4 years +	
6	Manager Trainee	4 years	
5	Team Leader (Supervisor)	3 years	
4	Team Leader Trainee	2 years	4 years
3	Cross Functional	1 year	3 years
2	Clerical	3 months	3 years +
1	Dispatcher	3 months	1 year+

References

- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>
- Essential Skills – <http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml>