

Careers in the Supply Chain

DELIVERY SUPERVISOR

National Occupational Classification Code – 7222

Alternative Titles:

- vehicle inspector, dispatcher
- bus foreman/woman, truck drivers
- foreman/woman, urban transit system
- mobile inspector, transit



Industry Description

Delivery Supervisors supervise and co-ordinate activities of truck drivers and delivery drivers.

General Job Description

Delivery Supervisors supervise drivers and act as a liaison between the drivers and management.

Job Functions

Delivery Supervisors perform some or all of the following duties:

- Ensure staff is trained and resources are made available for staff
- Establish sales/distribution goals and review progress regularly
- Monitor execution of all business objectives
- Perform audits on machines as required
- Monitor breakage and out of dates
- Establish and adhere to delivery standards
- Verify drivers' daily load out and assist in route discrepancies
- Conduct annual performance appraisals
- Ensure DOT compliance through audits and follow up
- Maintain good working relationships with customers and employees

Physical Demands Analysis

- There is a frequent need to exert mental effort, including prioritizing multiple demands and projects, and unpredictable demands for assistance from senior manager, team members and vendors.
- Often required to work with fixed and competing deadlines.
- Work in a typical office environment under conditions of minor risk or injury – also exposed to all areas– so may be infrequently exposed to noise, equipment, changes in temperature
- Frequent interruptions, often irregular hours depending on issues.

Position Expectations

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

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
- A valid Class 'A' drivers license
- 2-5 years prior supervisory experience, with proven route delivery and/or merchandising and supervisory skills
- Attention to detail and ability to work in a team environment is critical
- Strong verbal and written communication skills

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
5	Vice President	7 years	10 years+
4	Director	5 years +	6 years
3	Manager	4 years +	5 years+
2	Manager Trainee	2 years	3 years
1	Supervisor	1 year	2 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>