

Careers in the Supply Chain

DISPATCH COORDINATOR CLERK

National Occupational Classification Code – 1471

Alternative Titles:

- material handler
- warehouse worker
- freight receiver
- freight shipper
- import freight clerk
- receiver, shipper
- shipper-receiver
- shipping agent
- shipping and receiving clerk



Industry Description

Dispatch Coordinator Clerks ship, receive and record the movement of parts, supplies, materials, equipment and stock to and from an establishment. They are employed in the public sector and by retail and wholesale establishments, manufacturing companies, and other commercial and industrial establishments.

General Job Description

Dispatch Coordinator Clerks ensure the efficient and effective coordination of the arrival, off-loading and delivery of freight on a time-sensitive basis to meet customer commitments and specifications. They must be committed to exceeding client expectations while respecting company policies.

Job Functions

- Dispatch Coordinator Clerks determine method of shipment and arrange shipping; prepare bills of lading, customs forms, invoices and other shipping documents manually or by computer.
- Record arrival and shipment status in computerized system.
- Prepare off-load reports.
- Arrange and print delivery orders for cleared shipments and ensure that any special delivery requirements are met.
- Re-manifest shipments to other customs ports for clearance.
- Perform special services (e.g., labeling, inventories, sorting etc.).
- Control customs release of freight.
- Manage vendor relations with cross docking.

Physical Demands Analysis

- Frequently stand, walk, use hands, talk and hear.
- Maximum lifting/carrying required 5-70 lbs. (co-worker assistance).
- Maximum force pushing/pulling 5-75 lbs. (co-worker assistance).
- Frequent lifting – above/below shoulder work.
- Frequent bending/stooping. Occasionally required to squat/kneel/rotate/twist/balance.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust or focus.

Position Expectations

Essential Skills	
Reading Text	2
Document Use	3
Computation	2
Writing	1
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 high school and/or equivalent work experience
- Experience working in a warehouse
- Course work, training or workshops in area
- MHE/forklift license/experience
- Basic warehousing course

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 Roles	2 years	4 years
3	Cross Functional	1 year	3 years
2	Clerical	3 months	3 years +
1	Clerk	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>