

Careers in the Supply Chain

DISPATCH SUPERVISOR

National Occupational Classification Code – 1215

Alternative Titles:

- dispatch logistician
- freight forwarding logistician
- inventory control supervisor
- logistics supervisor
- parts service supervisor
- production clerks supervisor
- stock control supervisor
- supervisor, receiving
- supply control co-ordinator



Industry Description

Dispatch Supervisors supervise and co-ordinate the activities of workers in the following unit groups: Shippers and Receivers (1471), Storekeepers and Parts Clerks (1472), Production Clerks (1473), Purchasing and Inventory Clerks (1474), Dispatchers and Radio Operators (1475) and Transportation Route and Crew Schedulers (1476).

General Job Description

Dispatch Supervisors supervise a department of dispatchers to develop the most efficient delivery routes possible within the constraints given them by management.

Job Functions

Dispatch Supervisors perform some of the following duties:

- Determine method of shipment and arrange shipping; prepare bills.
- Interact with senior sales-centre management to address and resolve issues.
- Communicate with Article Master Specialist to coordinate accurate maintenance of all packages and SKUs on a regular basis.
- Maintain data integrity of Outlet Master and Account Master files in Dispatch.
- Partner with route-planning team to manage controls around requested adjustments to outlet delivery types and time windows to refine time dispatch parameters.
- Run product-demand report and contact warehouse management advising of layer pick opportunities to minimize manual pick requirements for the warehouse.
- Update Load Creation pick area in dispatch on a weekly basis.
- Train and mentor team of dispatchers to effectively manage full functionality of dispatching tools.

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 (Career Pathways – Logistics Bachelor's Degree in Accounting, Business, or related field)
- Three to five years of applicable experience
- Minimum of two years management/supervisory experience
- Strong analytical skills
- Excellent communication and interpersonal skills
- Strong computer 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
6	Site Manager	7 years	
5	Operations Manager	5 years +	
4	Cross Functional Training	4 years +	
3	Area/Department Manager	4 years +	
2	Manager Trainee	4 years	
1	Supervisor	3 years	

References

- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2006/Welcome.aspx>
- Essential Skills – http://www.hrsdc.gc.ca/eng/workplaceskills/essential_skills/general/home.shtml