



Canadian
Supply Chain
Sector Council

Conseil canadien
sectoriel de la chaîne
d'approvisionnement

OCCUPATIONAL STANDARD

(For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)

Position:	DELIVERY AND COURIER SERVICES DRIVER
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Delivery and Courier Service Drivers transport, handle, move, load and unload materials manually. They are employed by warehouses, retailers, newspaper distributors, take-out food establishments, dry cleaners, caterers, courier and messenger service companies and many other establishments.</i>
Position Development	Progression to supervisory and management positions is possible through experience and additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	The occupation usually requires a high school diploma and a valid driver's license appropriate to the class of vehicle being driven.
Training	Employees in these occupations need anywhere from a few months to one year of working with experienced employees.
Related Work Experience	Some previous work-related skill, knowledge, or experience in delivering goods
Tasks:	
Delivery and Courier Services Drivers perform some or all of the following tasks	<ul style="list-style-type: none"> • Operate and drive automobiles, vans and light trucks to pick up and deliver various goods in a safe and secure manner • Plan delivery travel schedules and service routes • Load and unload cargo or goods • Verify the contents of inventory loads against shipping papers, by scanning and sorting cargo set for delivery • Provide customer service while delivering over established routes • Turn in receipts and money received from deliveries • Record information on pick-ups and deliveries, vehicle mileage and fuel costs and report any incidents or problems encountered • Inspect and maintain vehicle supplies and equipment, such as gas, oil, water, tires, lights, or brakes, to ensure that vehicles are in

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	<p>proper working condition</p> <ul style="list-style-type: none"> • Communicate with central dispatch using mobile communications • Obey traffic laws and follow organization's transportation procedures • Read maps and GPS and follow written or verbal geographic directions
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer hardware and associated software (e.g. machine control) • Communication Devices
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	A Delivery and Courier Services Driver should have knowledge of: supply chain, principles and processes for providing good customer service, methods for moving goods by air, rail, sea, or road, applicable transportation laws and regulations, public safety and security, basic mathematics, English language, and other languages as required.
Skills	A Delivery and Courier Services Driver should have the following skill sets: active listening, speaking, reading comprehension, operation and control, monitoring, and time management.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	The following abilities are important to the role of Delivery and Courier Services Driver: far and near vision, multi-limb coordination, spatial orientation, strength, oral expression and comprehension, problem sensitivity, response orientation.
Work Values	Individuals who will succeed in this position value providing service to others, working with co-workers in a friendly environment, and contributing to a safety conscious working environment.
Work Styles	The following work styles are attributable to a Delivery and Courier Services Driver: attention to detail, cooperation, dependability, stress tolerance, self control, initiative, independence, concern for others, persistence, assertiveness, adaptability/flexibility, integrity.
Essential Skills Profile:	Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. For more detailed essential skills profiles please refer to the ESDC website: http://www.esdc.gc.ca/eng/jobs/les/index.shtml

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Reading Text	<ul style="list-style-type: none"> • Frequently read supervisor instructions on work schedules and changes to delivery routes, storage and handling recommendations, policies and procedures, safety manuals on the transportation of dangerous goods and waybills and other shipping documents
Document Use	<ul style="list-style-type: none"> • Read traffic and street signs and names and numbers on houses or businesses to make deliveries • Read maps or use GPS systems to find the location of a delivery • Read labels, tags and lists which identify where the goods are to be delivered • Complete a delivery sheet to record arrival and departure times and number of packages delivered or picked up • Enter odometer readings on a mileage form • Read bills of lading, manifests, credit-card slips, delivery receipts • Read work schedules • May scan the computer screen to enter or log information about the delivered or picked up goods • Fill out vehicle accident/incident reports
Writing Skills	<ul style="list-style-type: none"> • Complete activity logs to record tasks completed such as a daily mandatory circle check • Enter names and addresses on waybills • Write names and addresses provided by the dispatcher • May leave notes when the delivery was not made • Complete vehicle accident report forms to record the details of an accident
Numeracy	<ul style="list-style-type: none"> • Apply measurement and calculation math, scheduling, budgeting and accounting operations, money and data analysis math, and utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • Listen to and follow simple radio instructions • Coordinate pickup and delivery tasks with coworkers • Speak with customers upon making deliveries to explain transactions • Interact with supervisors to get direction and to problem solve • Speak with other specialized staff regarding vehicle repairs • Converse with co-workers and supervisors during meetings
Thinking Skills	(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)
Problem Solving	<ul style="list-style-type: none"> • Reorganize their schedules to compensate for any interruptions or delays • Phone the customer or contact the dispatcher for directions when

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	<p>unable to find the right address</p> <ul style="list-style-type: none"> • If a delivery does not include all the requested items or shipments have been mixed up, they try to locate the missing items by examining relevant paperwork and data logs • Find solutions to vehicle break-downs by arranging towing or repairs
Decision Making	<ul style="list-style-type: none"> • Decide on the most efficient way to deliver goods to customers by choosing which streets to take, based on traffic, the number of deliveries and their locations, as well as familiarity with the location • Decide what constitutes safe work practices to maintain their personal safety and that of others
Job Task Planning and Organizing	<p>Delivery and Courier Services Driver either receive set schedules from supervisors at the beginning of each shift or they organize the schedules themselves to achieve maximum efficiency. Most activities are routine and follow established procedures. Coordinating work with other coworkers is essential to working safely and maintaining productivity</p>
Significant Use of Memory	<ul style="list-style-type: none"> • Remember the streets and the names and addresses of clients • Remember which routes are the most efficient at different times of the day to avoid traffic jams • Remember when to make specific pickups or deliveries they were assigned for that day • Remember cut off times for pick-ups and deliveries.
Finding Information	<ul style="list-style-type: none"> • Speak with a customer to determine suitable times for delivery or pickup • If a delivery does not include all the requested items, or shipments have been mixed up, check relevant paperwork to find the item(s) • Consult with the dispatcher to locate the required address, look up on maps or call the customer • Speak with experienced co-workers to solve problems
Working with Others	<p>Delivery and Courier Services Drivers work mainly alone. They may work with a helper when handling heavy loads or they may work in a team to sort items scheduled for delivery.</p>
Continuous Learning	<p>Delivery and Courier Services Drivers learn on the job. They may learn new routes, improve driving skills and learn new safety procedures.</p>
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	<p>Delivery and Courier Services Drivers may need to adapt to multi-temperature work environments. They must have good vision, as they constantly read traffic and street signs and names and numbers on houses or businesses to make deliveries. Delivery and Courier Services Drivers may be sitting in the cab for up to five hours at a time. When delivering or picking up goods they may require a full range of</p>

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	body movements. They must have an excellent upper and lower limb coordination and strengths when loading or unloading delivery trucks by hand.
Attitudes	Delivery and Courier Services Drivers should have a positive attitude and work well alone and in a team to safely and efficiently deliver goods.
Future Trends Affecting Essential Skills:	Changes which may impact the Essential Skills required by Delivery and Courier Services Drivers in the future include the growing use of computer and communication technologies, which will affect the way that Delivery and Courier Services Drivers work. Delivery and Courier Services Drivers work will be more focused on safety and accident prevention, leading to a greater focus on problem solving and decision making.

Government of Canada Defined - Related NOC Code & Description	7514 Delivery and courier service drivers Delivery and courier service drivers drive automobiles, vans and light trucks to pick up and deliver various products. They are employed by dairies, drug stores, newspaper distributors, take-out food establishments, dry cleaners, mobile caterers, courier and messenger service companies and many other establishments, or they may be self-employed.
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Document Management:				
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***Activity Types:**

- ✓ Document Created
- ✓ Document Modified (Minor Corrections & Editorial Changes)
- ✓ Document Updated (Complete Review)
- ✓ Document Finalized
- ✓ Document Retired

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