



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.)

<b>Position:</b>	<b>EXPEDITER</b>
<b>Description of Position (As defined by the CSCSC Stakeholder Community)</b>	<i>Expeditors coordinate and expedite the flow of work and materials within or between departments of an organization according to schedule.</i>
<b>Position Development</b>	Progression to supervisory and management positions is possible through experience and with additional training.
<b>Required Qualifications:</b>	<b>(Education, Training, Related Work Experience)</b>
<b>Education and Additional Requirements</b>	Expeditors at minimum require a high school diploma or equivalent.
<b>Training</b>	Required training includes scheduling and inventory management training and the ability to build, operate, and maintain a computerized inventory system as well as training in communication skills.
<b>Related Work Experience</b>	Previous supply chain work-related skill, knowledge, or experience specifically in scheduling and inventory systems is usually needed.
<b>Tasks:</b>	
<b>Expeditors perform some or all of the following tasks</b>	<ul style="list-style-type: none"> <li>• Review purchase requisitions/orders as required</li> <li>• Arrange for delivery, assembly, or distribution of supplies or parts to expedite flow of materials and meet schedules</li> <li>• Monitor inventory levels and reconcile physical inventories with records</li> <li>• Generate and/or review inventory reports</li> <li>• Match purchase requisitions/orders with invoices and forward to accounts for payment processing</li> <li>• Expedite and follow up with suppliers to schedule deliveries, resolve material, value discrepancy, outstanding and overdue delivery of orders, warranty claims and damage, and return of materials</li> <li>• Provide documentation and information to account for delays,</li> </ul>

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	<p>difficulties, or changes to cost estimates</p> <ul style="list-style-type: none"> <li>• Enter scheduling data for stock replenishment/relocation and inventory adjustments</li> <li>• Work with co-workers, vendors, and customers to determine supply needs, shipping activities, quality, and delivery requirements</li> <li>• Work with co-workers, vendors, and customers to resolve complaints or eliminate delays</li> </ul>
<b>Tools and Technology:</b>	
	<ul style="list-style-type: none"> <li>• Computer Hardware and Associated Software and Systems (i.e. analytical or scientific, enterprise resource planning, inventory management, materials requirements planning logistics and supply chain, forecasting, time accounting, electronic mail, word processing, spreadsheet, database management)</li> <li>• Communication Devices</li> </ul>
<b>Required Competencies:</b>	<b>(Knowledge, Skills, Personal Attributes)</b>
<b>Knowledge</b>	Being that it is a hybrid specialized solutions role an Expediter should have knowledge of supply chain, transportation industry, geography, production and processing, clerical procedures and systems, customer and personal service, administration and management, English language, other languages as required, and mathematics.
<b>Skills</b>	An Expediter should have the following skill sets: active listening and learning, reading comprehension, critical thinking, complex problem solving, coordination, speaking, judgment and decision making, time management, writing, and monitoring.
<b>Personal Attributes</b>	<b>(Abilities, Work Values, Work Styles)</b>
<b>Abilities</b>	The following abilities are important to the role of Expediter: written expression and comprehension, oral expression and comprehension, problem sensitivity, problem solving, prioritize work task, speech clarity and recognition, and inductive and deductive reasoning.
<b>Work Values</b>	Individuals who will succeed in this position: <ul style="list-style-type: none"> <li>• work independently and are comfortable making decisions, and</li> <li>• adhere to a code of ethical conduct.</li> </ul>
<b>Work Styles</b>	The following work styles are attributable to an Expediter: attention to detail, dependability, cooperation, stress tolerance, independence, initiative, persistence, adaptability/flexibility, integrity, concern for others and innovation.

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<b>Essential Skills Profile:</b>	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: <a href="http://www.esdc.gc.ca/eng/jobs/les/index.shtml">http://www.esdc.gc.ca/eng/jobs/les/index.shtml</a>
<b>Reading Text</b>	<ul style="list-style-type: none"> <li>• Frequently read purchase requisitions/orders, memos and letters on policy changes, administrative details, and production concerns, material safety data sheets, brochures, material test reports, trade magazines, computer manuals, technical manuals, procedures, applicable standards and regulations, invoices, packing slips, bills of lading, computerized inventories, schedules, signs and labels, supervisor instructions, etc.</li> </ul>
<b>Document Use</b>	<ul style="list-style-type: none"> <li>• Utilize, complete and/or read manufacturer and supplier listings, mailing and product labels, warehouse safety signs, stock lists and tables, production and delivery schedules, purchase requisition/order forms, back order lists, product labels, shelving labels, inventory sheets, invoices, shipping forms, packing slips, bills of lading, work schedules, etc.</li> <li>• Enter information on tables, schedules or other table-like text</li> <li>• May create graphs and charts with inventory information</li> </ul>
<b>Writing Skills</b>	<ul style="list-style-type: none"> <li>• Write communications to co-workers, supervisors, suppliers, and both internal and external customers</li> <li>• Maintain inventory logs</li> <li>• Write emails, reports and letters to suppliers of products and services concerning inquiries and documenting complaints</li> <li>• Write reports to document the most cost-effective work procedures</li> </ul>
<b>Numeracy</b>	<ul style="list-style-type: none"> <li>• Apply basic mathematical skills</li> <li>• Apply money math</li> <li>• Apply scheduling, budgeting and accounting math</li> <li>• Apply measurement and calculation math</li> <li>• Apply data analysis math</li> <li>• Utilize numerical estimation</li> </ul>
<b>Oral Communication</b>	<ul style="list-style-type: none"> <li>• Interact with management, supervisors, staff, customers, and/or suppliers to obtain or provide information, get direction, and to problem solve</li> <li>• Interact with other staff regarding inventory and scheduling</li> <li>• Ability to articulate clearly on subject matter</li> <li>• May instruct other employees to complete tasks</li> </ul>

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	<ul style="list-style-type: none"> <li>• Participate in staff meetings</li> </ul>
<b>Thinking Skills</b>	<b>(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)</b>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• May investigate inconsistencies in inventory data</li> <li>• May explore options when a need for improvement has been identified</li> <li>• May be informed that the arrival of ordered or shipped materials, equipment, supplies, and/or products will be delayed</li> <li>• May deal with unhappy clients who will not accept the product because it does not meet their scheduling, quality or other expectations</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Make decisions consistent with the organizations guiding policies and/or criteria regarding inventory, transportation, and logistics.</li> </ul>
<b>Job Task Planning and Organizing</b>	Expediters have some variety in their work activities within the overall routine of the organization. In conjunction with their supervisors, they set the order and priority of job tasks according to deadlines. Their job tasks are coordinated with the tasks of co-workers. Interruptions are frequent, causing schedules to be readjusted.
<b>Significant Use of Memory</b>	<ul style="list-style-type: none"> <li>• Remember policies and procedures relevant to inventory activities</li> <li>• Remember passwords, categories of items, specific customer names, and specialized and/or frequently used supplier names</li> <li>• May memorize material specifications for a particular job, such as cost and weight, for efficiency in calculating material requirements</li> </ul>
<b>Finding Information</b>	<ul style="list-style-type: none"> <li>• Search applicable databases to find quantities in stock, parts numbers, specifications for materials, equipment, supplies, and products</li> <li>• Obtain information about materials, equipment, supplies, and products by communicating with stakeholders</li> <li>• Acquire information about suppliers via online Internet searches and/or in other sources such as catalogues, supplier indexes and phone books</li> <li>• May speak with managers, lead hands or forepersons, quality-control staff, material handlers and others to collect data for reports</li> </ul>
<b>Working with Others</b>	Expediters work as part of the team as well as independently. They consult with a variety of people in the organization, such as supervisors and accounting staff, as well as those providing supplies and services.
<b>Continuous Learning</b>	Expediters have an ongoing need to learn. They update their knowledge of computer software and systems regularly and receive

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	routine training on company policies and procedures. They may attend supply chain industry related seminars and training programs. They may subscribe to industry and occupational periodicals or journals.
<b>Additional Information</b>	<b>(Physical Aspects, Attitudes)</b>
<b>Physical Aspects</b>	Expeditors use a variety of body positions on the job including standing or sitting for long periods of time. In addition, Expeditors may crouch, kneel down, bend or stoop when completing daily tasks and may be required to move around warehouses.
<b>Attitudes</b>	Expeditors must adhere to a code of ethical conduct, have good written and oral communication skills, be positive, organized, detail oriented, personable, and willing to work with others. They have to be able to deliver high levels of accuracy with administrative and operational functions and demonstrate ability to work through stressful moments and demands. Expeditors should also exhibit an awareness of and sensitivity to other cultures.
<b>Future Trends Affecting Essential Skills:</b>	Computerized scheduling and inventory management systems, internal communication systems, and increased automation will make work more efficient. These trends will lead to the need for Expeditors to routinely upgrade their computer skills so that they can coordinate online services. An understanding of the principles of sustainable procurement as they relate to environmental, social, and corporate governance issues is of increasing importance.

<b>Government of Canada Defined - Related NOC Code &amp; Description</b>	<b>1523 Production Logistics Coordinators</b> Production logistics coordinators coordinate and expedite the flow of work and materials within an establishment, prepare work and production schedules and monitor the progress of production and construction projects. Production clerks are employed by manufacturing and construction companies, printing and publishing companies and other industrial establishments.
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<b>Document Management:</b>				
Activity #	Activity Type*	Replaces	New Version Name	Responsible Individual
1	Document Created	Not Applicable	August 18, 2015	I. Vasileski (CSA)
2				

**\*Activity Types:**

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

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✓ Document Retired

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