



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:	LOGISTICS ANALYST
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Logistics Analysts collect, evaluate, and analyze product delivery or supply chain processes and operations to identify, recommend changes to upper management.</i>
Position Development	Progression to supervisory and management positions is possible through experience and with additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education and Additional Requirements	Post-secondary education is required (e.g., a bachelor's degree or college diploma in a business field such as economics, logistics, supply chain management, operations management, finance, administration). A professional designation related to supply chain is considered an asset. Furthermore, clean criminal record is required.
Training	Individuals generally require on-the-job training; however, typically organizations require that the individual will already have the required skills, knowledge, work-related experience, and/or industry courses and programs such as transportation of dangerous goods.
Related Work Experience	Several years of previous work experience in supply chain is required.
Tasks:	
Logistics Analysts perform some or all of the following tasks	<ul style="list-style-type: none"> • Identify and define business problems in logistics • Interpret data on logistics elements, such as availability, maintainability, reliability, supply chain management and transportation • Communicate with service providers, such as ocean carriers, air freight forwarders, global consolidators, customs brokers, or trucking companies • Provide ongoing analyses in areas such as transportation costs, procurement, back orders, or delivery processes and provide advice on the managerial methods used as well as organization of an establishment • Track product flow from origin to final delivery • Communicate with logistics management teams to determine ways

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	<p>to optimize service levels, maintain supply-chain efficiency and effectiveness policies and programs, and minimize cost</p> <ul style="list-style-type: none"> • Apply analytic methods or tools to understand, predict, or control logistics operations or processes, such as data mining, data modeling, or cost or benefit analysis. • Recommend improvements to methods, systems and procedures in areas such as operations, human resources, records management and communications • Make recommendations to upper management through research, case studies, presentations or written reports • Drive initiatives from beginning through to end ensuring successful implementation of changes • Prepare reports on logistics performance measures • Develop business rules or standard operating procedures to streamline operating processes • Conduct quality audits • Monitor industry standards, trends, or practices to identify developments in logistics planning or execution • Teach co-workers about new methods of managing logistics; especially policies, systems, programs and regulations
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software and Systems (i.e. electronic procurement, database user interface and query, electronic mail, enterprise resource planning, project management, spreadsheets, word processing, presentations, human resources, financial planning) • Communication Devices
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	A Logistics Analyst should have knowledge of administration and management, mathematics, computers and electronics, geography, transportation, market conditions of supply and demand for transport, rate conditions as well as how they bear against service levels, customer and personal service, English language, other languages as required, law and government, education and training, production and processing.
Skills	A Logistics Analyst should have the following skill sets: complex problem solving, reading comprehension, writing, critical thinking, system analysis and evaluation, active listening, judgment and decision making, speaking, monitoring, time management and mathematics.
Personal Attributes	(Abilities, Work Values, Work Styles)

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Abilities	The following abilities are important to the role of Logistics Analyst: problem sensitivity and ability to ask for assistance as needed from appropriate discipline in the supply chain, oral expression and comprehension, written expression and comprehension, inductive and deductive reasoning, mathematical reasoning, information ordering, speech recognition and clarity, fluency of ideas, selective attention, flexibility of closure, and the ability to distinguish “the vital few from the trivial many”.
Work Values	Individuals who will succeed in this position: <ul style="list-style-type: none"> • are results oriented; • enjoy working independently and making decisions; • thrive in a collaborative work environment; and • enjoy providing service to others and working with co-workers in a friendly environment.
Work Styles	The following work styles are attributable to a Logistics Analyst: detail oriented, integrity, analytical thinking, dependable, initiative, adaptable/flexible, cooperative, stress tolerant, independent, innovative, persistent, self-control, and concern for others.
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
Reading Text	<ul style="list-style-type: none"> • Read and interpret dense and complex texts, and have ability to make high-level inferences using specialized knowledge • Frequently read analytical reports, policies and procedures, trade terms, standards, legislation, regulations , inventory documentation, meeting minutes, agreements and contracts • Frequently read market reports and forecasts, promotional materials, flyers and catalogues, trade periodicals, and newsletters in both print and non-print media
Document Use	<ul style="list-style-type: none"> • Must be able to read simple to complex documents in which considerable inference may be required • Must be able to read/interpret, and write/complete/produce documents • Must be able to read/understand invoices • Documents produced and/or used may include contracts, forms, graphs, charts, lists, tables, schematics, schedules, reports, bulletins, memos, notices, accounting and financial statements, maps, bills of landing, rate guides, invoices, etcetera, in both print and non-print media • Specialized knowledge of the content of the document may be required; multiple pieces of information from multiple sources are synthesized; the quality of information may be evaluated for accuracy and omissions

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<p>Writing Skills</p>	<ul style="list-style-type: none"> • Write reminders about tasks to be completed, meeting minutes • Write standards, procedures and guidelines to assist with operations control, quality and performance • Write e-mail to co-workers and management on logistics matters • Write proposals for projects, agreements and contracts • Write reports and offer recommendations to upper level management • Write organizational, industry and economic outlooks, analytical reports, briefing notes and correspondence
<p>Numeracy</p>	<ul style="list-style-type: none"> • Apply money math • Apply scheduling, budgeting and accounting math • Apply measurement and calculation math • Apply data analysis math • Utilize numerical estimation • Understand fuel surcharges and other accessories for transportation services
<p>Oral Communication</p>	<ul style="list-style-type: none"> • Professional communications with stakeholders using a variety of communications devices and media • Provide clear and concise direction and instructions to colleagues and other departments • Discuss organizational needs, priorities, plans and schedules • Report and exchange information with supervisors and managers about logistics • Make presentations to management and colleagues • May speak with suppliers about technical specifications, service options and delivery times
<p>Thinking Skills</p>	<p>(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)</p>
<p>Problem Solving</p>	<ul style="list-style-type: none"> • Identify information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events • Monitor and review information from materials, events, or the environment, to detect or assess problems • Analyze information and evaluate results to choose the best solution and solve problems • Apply broad knowledge of supply market when problem solving • May have to adapt negotiation strategies to cope with new circumstances or issues that arise
<p>Decision Making</p>	<ul style="list-style-type: none"> • Analyze information and evaluate results to choose the best solution and solve problems • Make decisions in line with the strategy of the organization taking market, economic, social, and political environments into account • Make decisions about suggestions for change

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Job Task Planning and Organizing	Logistics Analysts are generally self-directed. They work in dynamic environments with many conflicting demands on their time. Their ability to work on several tasks at the same time and manage priorities is critical to their job. Delays in daily schedules and other emergencies force them to frequently reorganize job tasks. They fit in meetings with suppliers, co-workers and managers, and plan their schedules to accomplish work that arises from the meetings.
Significant Use of Memory	<ul style="list-style-type: none"> • Remember the objectives and vision of the organization • Remember the policies and procedures of the organization • Remember applicable legislative and regulatory requirements • Remember frequently used codes and abbreviations • Remember the names and characteristics of different suppliers
Finding Information	<ul style="list-style-type: none"> • Find information about procurement as well as supply chain processes in place by consulting the organizations' inventory management systems and speaking with sales and warehouse staff, suppliers and retailers • Find information about products and suppliers by consulting product catalogues, searching suppliers' web sites and speaking with sales representatives, co-workers, colleagues and managers • Research regulations for transportation of dangerous goods for compliance
Working with Others	Logistics Analysts predominantly work independently, but may also coordinate and integrate job tasks with co-workers, supervisors and colleagues.
Continuous Learning	Enhanced learning may be acquired as part of regular work activity, through training offered in-house, through reading or other forms of self-study, or through off-site training. Ongoing learning occurs through participation in professional organizations, seminars, formal courses, conferences and trade shows, by discussing projects with co-workers and colleagues, browsing the Internet and reading newspapers, trade publications, manuals and reports on standards, objectives, policies and procedures. Skills may be upgraded by taking classes through educational institutions and training providers.
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	The work of Logistics Analyst entails limited physical demands. They predominantly work in an office environment (e.g. sitting for long periods of time, with repetitive computer and telephone use, and attending meetings).
Attitudes	Logistics Analysts should be motivated, meticulous, flexible, and have a strong commitment to customer service. They should enjoy working with people and be comfortable with busy schedules. They should have excellent interpersonal skills, and exhibit an awareness of and sensitivity to other cultures. In addition, excellent organizational

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	abilities are required.
Future Trends Affecting Essential Skills:	Logistics Analysts will be required to have enhanced computer skills in order to work with more complex computer software. The ability to speak more than one language, and an awareness of and sensitivity to the diversity of international cultures is considered a growing need in the face of increasing globalization. Furthermore, an understanding of the principles of sustainability as they relate to environmental, social, and corporate governance issues is of increasing importance.

Government of Canada Defined - Related NOC Code & Description	1122 Professional occupations in business management consulting This unit group includes those who provide services to management such as analyzing the structure, operations, managerial methods or functions of an organization in order to propose, plan and implement improvements. They are employed by management consulting firms and throughout the public and private sectors or are self-employed.
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Document Management:				
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
- ✓ Document Retired

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