



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:	ROUTE & CREW PLANNER AND SCHEDULER
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Route & Crew Planners and Schedulers prepare operational and crew schedules for transportation equipment and operating personnel.</i>
Position Development	With experience, through the acquisition of new skill sets, and enrollment in specialized training, a Route & Crew Planner and Scheduler may advance to progressively more responsible positions including supervisory and management roles.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	Completion of secondary school and transportation sector experience are usually required.
Training	Individuals generally require some on-the-job training.
Related Work Experience	Previous work-related skill, knowledge, or experience (including familiarity with information technology) may be helpful in these occupations.
Tasks:	
Route & Crew Planner and Schedulers perform <i>some or all</i> of the following tasks	<ul style="list-style-type: none"> • Plan weekly work for human resources and equipment • Determine types or amounts of equipment, vehicles, materials, or personnel needed to execute required activities • Prepare and coordinate daily work, run schedules that are time and cost efficient, and apply appropriate labour legislation and regulatory knowledge • Design new or modify existing schedules that consider peak travel periods, holidays, special events, and construction • Monitor personnel or equipment locations and utilization to

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	<p>coordinate service and schedules</p> <ul style="list-style-type: none"> • Receive or prepare work orders • Prepare operating reports (e.g., by compiling equipment and personnel records, including hours in service, distances, maintenance, repairs required and other data) • Confer with customers or supervising personnel to address questions, problems, and requests for service or equipment • Advise customer service personnel of any delays or changes to schedule that could affect operations or customer service • Record and maintain files and records of customer requests, work / services performed, charges, expenses, inventory, and other dispatch related information
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software and Systems (i.e., transportation management systems, track and trace device, spreadsheet, word processing, accounting, Enterprise resource planning, mapping, mileage, document management, financial planning, database user interface and query, electronic mail, internet browser) • Communication Devices (portable devices, internet, radio, cell phones)
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	A Route & Crew Planner and Scheduler should have knowledge of applicable regulations and standards, relevant tools and technology, transportation, customer service, mathematics, administration and management, English language, and other languages as required.
Skills	A Route & Crew Scheduler should have the following skill sets: logical thinking, active listening and learning, critical thinking, judgment and decision making, reading comprehension, diplomacy, negotiation, mathematics, writing, service orientation, management of personnel resources, and time management.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	The following abilities are important to the role of a Route & Crew Planner and Scheduler: oral expression and comprehension, tactful,

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	patient, speech clarity and recognition, written expression and comprehension, inductive and deductive reasoning, and tolerance / problem sensitivity.
Work Values	Individuals who will succeed in this position: <ul style="list-style-type: none"> • work independently and are comfortable making decisions; • are supportive to their colleagues (e.g., are aware of and sensitive to the issues / challenges faced by drivers); and • encourage employees to provide service to others and work with co-workers in a friendly environment.
Work Styles	The following work styles are attributable to a Route & Crew Planner and Scheduler: accountability, dependability, attention to detail, cooperation, stress tolerance, initiative, self-control, integrity, independence, persistence, adaptability / flexibility, and a challenging environment.
Essential Skills Profile:	<p>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</p> <p>The Employment and Social Development Canada (ESDC) Essential Skills Profiles focused on occupations requiring a secondary school diploma or less and on-the-job training. As such a formal Essential Skills Profile for the occupation of Route & Crew Planner and Scheduler has not yet been created by ESDC.</p> <p>The following section contains essential skills information identified in existing occupational standards and classified using the nine Essential Skills categories. Note that the content is not associated with ESDC and the Essential Skills Profiles.</p>
Reading Text	<ul style="list-style-type: none"> • Frequently read text in both print and non-print media <ul style="list-style-type: none"> ✓ trade magazines ✓ newsletters ✓ periodicals ✓ service disruptions / notices ✓ equipment / vehicle performance reports ✓ staff schedules ✓ route schedules ✓ work orders ✓ requests or complaints

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	<ul style="list-style-type: none"> • Read and interpret dense and complex texts, and have ability to make high-level inferences using specialized knowledge <ul style="list-style-type: none"> ✓ policies and procedures ✓ transport / and transportation terms and requirements ✓ international standards ✓ regulations (e.g. labour, health and safety, dangerous goods, spill incidents, transportation) • Frequently read paragraph length text in charts, tables and graphs
Document Use	<ul style="list-style-type: none"> • Documents produced and/or used may include forms, graphs, charts, lists, tables, schematics, drawings, schedules, reports, labels, maps (i.e., identify locations / distances / routes on a map), etc., in both print and non-print media • 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 • 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 (i.e., understanding and interpreting postal code meaning and representation)
Writing Skills	<ul style="list-style-type: none"> • Produce operating reports for staff, supervisors, and management (e.g. reports may include passenger counts and cargo, running times, distances, and personnel availability) • Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards • Write notes to senior management to report on operational performance, document problems requiring attention, requests for resources, etc. • Prepare work orders
Numeracy	<ul style="list-style-type: none"> • Apply scheduling, budgeting and accounting math • Apply measurement and calculation math • Apply data analysis math • Utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • Provide clear and concise direction and instructions to staff and other departments • Professional communications with clients, customers, staff, and

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	<p>colleagues using a variety of communications devices and media</p> <ul style="list-style-type: none"> • Communicate on staffing related matters • Conduct staff meetings and make presentations • Communicate during high stress situations (e.g. service disruption notices, health and safety incidents, etc.)
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"> • Respond to customer and staff complaints • Deal with transportation and equipment related challenges • Apply broad knowledge of supply chain when problem solving • Ability to think and respond quickly, and adjust schedules and operating plans in response to unplanned events • May have to adapt routes and schedules to accommodate new circumstances or issues that arise
Decision Making	<ul style="list-style-type: none"> • Make decisions that take into account traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards • Make decisions about the types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications • Make decisions about staffing requirements • Allocate tasks associated with route and crew scheduling • Make decisions about suggestions for change
Job Task Planning and Organizing	Liaison with staff, other management, and customers is needed to co-ordinate route and crew planning and scheduling activities.
Significant Use of Memory	<ul style="list-style-type: none"> • Remember the policies and procedures of the organization • Remember applicable regulatory requirements • Remember route and crew information for routine activities • Remember constraints of customers
Finding Information	<ul style="list-style-type: none"> • Obtain information about routes, schedules, weather / traffic conditions, and other hazards • Obtain information on regulations and standards • Find information for planning, efficiency, and budgeting purposes
Working with Others	Route & Crew Planners and Schedulers are generally self-directed and work as part of a broader team. They confer with customers or

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	supervising personnel to address questions, problems, and requests for service or equipment and relay work orders, messages, and information to or from work crews and supervisors.
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, and formal training.
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	A Route & Crew Planner and Scheduler works extensively in an office environment (e.g. sitting for long periods of time, with repetitive computer and telephone use).
Attitudes	Attitudes of a Route & Crew Planner and Scheduler include a strong commitment to customer service and people management. A Route & Crew Planner and Scheduler should have excellent interpersonal skills, and exhibit an awareness of and sensitivity to other cultures, attitudes, and perspectives. In addition, excellent planning, logic, and organizational abilities are required.
Future Trends Affecting Essential Skills:	Route & Crew Planner Schedulers will be required to have enhanced computer skills in order to work with more complex software and optimize resource efficiencies. Furthermore, an understanding of the principles of environmental management as they relate to fuel efficiency and greenhouse gas emission quantification and reductions from activities such as trip chaining (e.g., combining errands / activities into one trip) and anti-idling.

Government of Canada Defined - Related NOC Code & Description	1526 Transportation Route and Crew Schedulers Transportation route and crew schedulers prepare operational and crew schedules for transportation equipment and operating personnel. They are employed by municipal transit commissions, truck, delivery and courier companies, railways, airlines and by other transportation establishments in both the private and public sectors.
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