



FOR EMPLOYERS

Use National Occupational Standards for the Supply Chain in Your Recruitment and Retention Efforts

The Canadian Supply Chain Sector Council's occupational standards describe what a person should know and be able to do to be considered competent for a particular position. They include information about the education, training, work experience and personal attributes needed to succeed in the job.

As someone with responsibility for hiring or for managing employees at your company or organization, you can use the Council's occupational standards to improve outcomes of several important tasks. Here's how:

 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:	DISPATCHER
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Dispatchers coordinate the activities of, and communicate with, drivers and other personnel as required.</i>
Position Development	Progression to supervisory and management positions is possible through experience and additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	Dispatchers usually require a high school diploma and may require

1. If you need to hire a dispatcher, for example, refer to the CSCSC's occupational standard for that role. Use the information in that document to put together a spot-on job description.
2. Review résumés received in response to a job posting with information from the occupational standard in mind. Qualified applicants will be those who meet all or most of the job requirements described in the occupational standard.
3. Improve your prescreen recruitment process by asking candidates questions based on requirements outlined in the occupational standard. This will help you assemble a better pool of candidates, and reduce the time and effort you spend on face-to-face interviews. It should also lead to better hiring, with employees well-matched to their roles; this, in turn, could mean reduced turnover in the long term.
4. Help employees prepare themselves for career advancement within your organization by creating career-path plans using information from the occupational standards. If continuing education or training is required to enable advancement, review options in the Council's Education and Training Compendium, at www.supplychaincanada.org/en/compendium.
5. Develop documentation and processes for employee-performance assessment based on the tasks and competencies listed in the standards.

See all of the CSCSC's supply chain occupational standards at www.supplychaincanada.org/en/NOS.