

National Occupational Standards

TASK ANALYSIS Dock Worker



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INTRODUCTION

This task analysis presents four levels of Analysis:

- A series of **General Areas of Competence (GACs)**. A GAC describes a major function or responsibility of a particular profession, trade or position. There are two types of GACs: Areas of *Professional Competence* (GACs A to E inclusively) and Areas of *General Competence* (GACs F and G).
- Each GAC is further defined into **Tasks** (competencies). The tasks, as well as the GACs, are identified in behavioural terms and thus begin with an action verb depicting the applied behaviour.
- Each task is further analysed into **Subtasks**. A subtask is an intermediate step between the whole task and the detailed actions associated with performing a task.
- A (non exhaustive) series of **Important Actions**, performance **Standards** and **Key General Competencies** have been identified; these may be used as **Performance Indicators**, providing the criteria by which competence can be assessed.
- A summary of the **Essential Skills** (and their levels) that are particularly relevant to each task are included along with the **General Competencies**. These **Essential Skills** summaries, along with the more detailed **Essential Skills Profile** at the end of the document, may be used to assess entry-level requirements for training programs, and as a guide to upgrading individuals who are seeking to specialize in this occupational area.

SCOPE OF THE OCCUPATION

Dock Workers are responsible for loading and unloading freight onto trucks and trailers using various types of equipment, such as forklifts, dollies and carts, or manual handling (with or without assistance). Dock Workers must sort, handle and load freight as safely and efficiently as possible to ensure that the proper freight is placed on the proper truck or trailer and is not damaged during transit. They are employed by transportation companies, manufacturing and distribution companies and moving companies.



A | HANDLE FREIGHT

A Dock Worker must be able to:

1. Pick orders

1.1 Locate assigned trailer

1.2 Record in and out time for the carrier or trailer

1.3 Locate stock from pick list

Important Actions/Standards

- Pick oldest stock first to ensure turn-around

1.4 Ensure all skids are dust free and properly shrink-wrapped

1.5 Scan each skid to be loaded

Important Actions/Standards

- Scan each skid one at a time and load directly onto correct trailer

1.6 Use approved loading pattern

Important Actions/Standards

- Locate required loading pattern on attached schedule

1.7 Pick the required number of skids

Important Actions/Standards

- Ensure non-skid mats under last 2 skids to prevent movement

1.8 Verify order

Important Actions/Standards

- Count number of skids on the truck and quantity scanned to ensure accuracy

1.9 Submit completed order for billing

2. Stage orders

2.1 Locate correct number of skids

2.2 Stage loads from bottom to top of pick list

2.3 Scan required skids

Important Actions/Standards

- Follow company policies and procedures for electronic scanning (if applicable)

2.4 Move exact number of required skids

Important Actions/Standards

- Move skids one at a time to assist with accuracy

2.5 Affix photocopy of order onto front of staged load

2.6 Stage orders according to required block pattern

2.7 Ensure adequate shrink-wrap and that skids are dust free

3. Sort orders

3.1 Reference customer order forms

3.2 Select type and number of freight required for each order

3.3 Verify order by cross-checking sorted freight with order forms

4. Stack/cube orders

4.1 Determine required stacking patterns or cube dimensions

Important Actions/Standards

- Refer to details provided with order forms

4.2 Arrange product using equipment or manual labour

Important Actions/Standards

- Follow company procedures for stacking/cubing orders
- Ensure physical safety when stacking/cubing orders

4.3 Verify accuracy of finished stacks/cubes

Important Actions/Standards

- Ensure stacks/cubes are secure
- Wrap stacks/cubes, if required



GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate thoroughness and attention to detail (G7)
- Work methodically (G8)

Essential Skills:

- Document Use (2); Measurement and Calculation Math (2)

B | LOAD FREIGHT

A Dock Worker must be able to:

1. Inspect and prepare trailers for loading

1.1 Inspect for structural damage, holes in trailer floor/ceiling/walls

Important Actions/Standards

- Inform dispatch of any issues
- If required, request new trailer

1.2 Remove any unnecessary material or debris from trailer prior to loading

Important Actions/Standards

- Sweep trailer bed prior to loading

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Decision Making (2)

2. Load trailers

2.1 Ensure tractor engine is off

2.2 Ensure trailer wheels are chocked

2.3 Ensure proper position of dock plates

2.4 Ensure trailer is backed up square and tight against bumper pads

Important Actions/Standards

- Communicate with drivers

2.5 Examine trailer floor for structural soundness and safety

Important Actions/Standards

- Inform dispatch of any issues
- Refuse trailer if necessary

2.6 Attach slings, hooks and other devices to lift cargo and guide loads

Important Actions/Standards

- Follow company policies and procedures

2.7 Install protective devices to freight prior to loading

Important Actions/Standards

- Attach bracing, padding or strapping as required to prevent damage and shifting of freight during transport

2.8 Load freight from packing slip

Important Actions/Standards

- Load freight according to route details (e.g., geographical locations)

2.9 Verify product counts

Important Actions/Standards

- Ensure counts on packing slip match counts on the trailer

2.10 Verify load balance and weight

Important Actions/Standards

- Maximize trailer utilization
- Ensure load is evenly dispersed within trailer and over the axles
- Ensure load is not over- or under-weight

2.11 Verify temperatures of temperature-controlled freight

Important Actions/Standards

- Maintain temperature tracking register for loads remaining in the yard overnight or on weekends
- Monitor nose-mounted heaters on trailers containing temperature-controlled freight

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Work as a member of a team (F5)
- Manage time (G4)
- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Document Use (2); Measurement and Calculation Math (2); Oral Communication (2)



3. Complete load transfers

3.1 Prepare empty trailer to be loaded

Important Actions/Standards

- Inspect for structural damage, holes in trailer floor/ceiling/walls
- Notify dispatch of any issues and request new trailer if needed
- Sweep out empty trailer
- Take into consideration any odours that could seep into goods to be transferred and refuse trailer if required

3.2 Count all freight

Important Actions/Standards

- Ensure that all freight on the trailer matches the count on the bills of lading
- Notify dispatch of any overages, shortages or damages

3.3 Transfer load (manually or via forklift)

Important Actions/Standards

- If manual transfer is required, notify dispatch to send additional personnel to assist with the transfer

3.4 Follow required trailer lock-out procedures

3.5 Inform shunt driver(s) that transfer has been completed

Important Actions/Standards

- Follow procedures for using two-way radios

3.6 Record all information on required forms

- Complete load transfer forms
- Complete personal workload forms

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Work as a member of a team (F5)
- Manage time (G4)
- Demonstrate thoroughness and attention to detail (G7)
- Work methodically (G8)

Essential Skills:

- Document Use (2); Measurement and Calculation Math (2); Decision Making (2); Oral Communication (2)

4. Operate forklifts

4.1 Conduct pre-shift forklift inspection

Important Actions/Standards

- Complete and submit required inspection forms

4.2 Wear seatbelt

4.3 Wear required PPE (Personal Protective Equipment), including safety eyewear, footwear and vest

Important Actions/Standards

- Follow company policies and procedures for required PPE

4.4 Follow established traffic patterns and guidelines

Important Actions/Standards

- Demonstrate caution when approaching intersections
- Be aware of location of other workers on foot and machinery

4.5 Fuel forklift when necessary

Important Actions/Standards

- Follow company policies and procedures regarding refuelling

4.6 Park forklift

Important Actions/Standards

- Park in designated areas only
- Park with the forks down, tips on the floor

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate situational awareness (G5)

Essential Skills:

- Document Use (2)

C | UNLOAD FREIGHT

A Dock Worker must be able to:

1. Receive orders

1.1 Verify correct trailer and location

Important Actions/Standards

- Notify dispatch of any issues

1.2 Sign incoming bills of lading

1.3 Check item number on bills and compare to freight being unloaded

Important Actions/Standards

- Identify any issues prior to full unloading of the trailer

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate situational awareness (G5)
- Demonstrate thoroughness and attention to detail (G7)
- Work methodically (G8)

Essential Skills:

- Document Use (2)

2. Verify loads

2.1 Verify item count with bills of lading

2.2 Rectify any shortages or overages

2.3 Inspect freight for damages

Important Actions/Standards

- Report any damages on the bills of lading
- Verify temperature for temperature-controlled freight
- Inform supervisor of any issues

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Document Use (2); Problem Solving (2)

3. Label all import loads and packaging materials

3.1 Scan all received items into warehouse system

3.2 Properly label all received items

Important Actions/Standards

- Follow company policies and procedures

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Document Use (2); Problem Solving (2)

4. Handle damaged orders

4.1 Inspect products for damage while still on trailer

4.2 Take digital pictures of damaged product

Important Actions/Standards

- Do not remove product from trailer until pictures are taken
- If damage is noted after unloading, take picture while product is on the dock

4.3 Note damages on bills of lading from the carrier

4.4 Make note of damages to include with picture for the dock supervisor

Important Actions/Standards

- Include brief description of damage, carrier name and trailer number

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate situational awareness (G5)
- Demonstrate thoroughness and attention to detail (G7)
- Solve problems (G9)

Essential Skills:

- Document Use (2); Writing (2); Problem Solving (2)

D | COMPLETE GENERAL WAREHOUSE AND YARD DUTIES

A Dock Worker must be able to:

1. Conduct housekeeping duties

1.1 Clean aisle ways

Important Actions/Standards

- Do not store items in aisle ways
- Ensure aisles are free of obstructions and hazards

1.2 Clean dock areas

Important Actions/Standards

- Clean under dock plates
- Wash dock doors

1.3 Clean warehouse areas

Important Actions/Standards

- Dispose of unnecessary packaging materials
- Sweep floors daily

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Exercise initiative and resourcefulness (G3)
- Demonstrate thoroughness and attention to detail (G7)

2. Replenish inventory and supplies

2.1 Identify product shortages requiring replenishment

Important Actions/Standards

- Be proactive to prevent running out of product

2.2 Obtain required inventory and supplies

Important Actions/Standards

- Update product inventory lists (if required)

2.3 Assemble containers and crates

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Exercise initiative and resourcefulness (G3)

3. Inspect material handling equipment

3.1 Conduct pre-shift inspection of forklift

Important Actions/Standards

- Complete company's pre-shift inspection form
- Follow company's policies and procedures for inspections

3.2 Report any issues with equipment to supervisor and maintenance personnel

Important Actions/Standards

- Only operate equipment that is in safe, working condition

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate thoroughness and attention to detail (G7)
- Solve problems (G9)

Essential Skills:

- Problem Solving (2)

4. Complete routine maintenance of material handling equipment

4.1 Maintain fuel and oil levels in forklifts

Important Actions/Standards

- Follow company policies and procedures for fuelling

4.2 Maintain tire pressure in forklifts, hand trucks and dollies

4.3 Report any mechanical issues or safety concerns to supervisor and/or maintenance personnel

Important Actions/Standards

- Refrain from using material handling equipment that has been deemed unsafe

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate thoroughness and attention to detail (G7)
- Solve problems (G9)
- Make decisions (G10)

Essential Skills:

- Oral Communication (2); Problem Solving (2); Decision Making (2);

E | COMPLY WITH LAWS, REGULATIONS, POLICIES AND STANDARDS

A Dock Worker must be able to:

1. Maintain required certifications

1.1 Identify licenses requiring renewal (e.g., forklift, WHMIS, TDG, CPR and first aid)

Important Actions/Standards

- Ensure re-certification is completed on or before certification expiry dates

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate professionalism and integrity (G2)

Essential Skills:

- Scheduling or Budgeting and Accounting Math (1)

2. Comply with dangerous goods requirements

2.1 Identify/analyze regulated requirements

Important Actions/Standards

- Consult with knowledgeable parties

2.2 Ensure/promote compliance

Important Actions/Standards

- Inform colleagues and collaborators of regulated requirements

2.3 Stay current

Important Actions/Standards

- Obtain current version of applicable regulations

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate situational awareness (G5)
- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Reading (2); Oral Communication (2)

3. Comply with environmental requirements

3.1 Identify regulated requirements

Important Actions/Standards

- Consult with knowledgeable parties

3.2 Ensure/promote compliance

Important Actions/Standards

- Execute tasks according to regulated requirements
- Inform colleagues and collaborators of regulated requirements

3.3 Stay current

Important Actions/Standards

- Obtain current version of applicable regulations

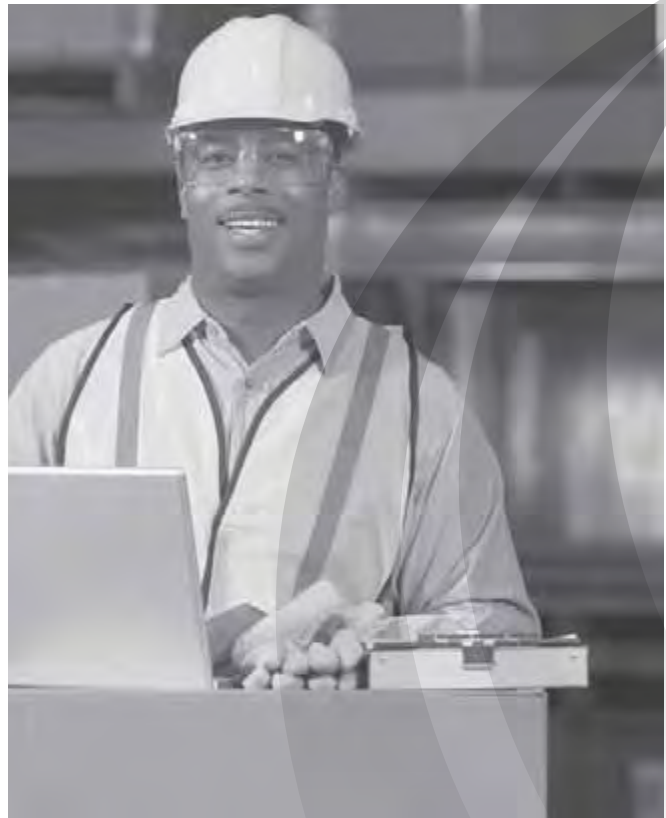
GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate situational awareness (G5)
- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Reading (2); Oral Communication (2)



E | COMPLY WITH LAWS, REGULATIONS, POLICIES AND STANDARDS

4: Comply with occupational health and safety requirements

4. Comply with occupational health and safety requirements

4.1 Identify regulated requirements

Important Actions/Standards

- Consult with knowledgeable parties

4.2 Ensure/promote compliance

Important Actions/Standards

- Execute tasks according to regulated requirements
- Inform colleagues and collaborators of regulated requirements

4.3 Stay current

Important Actions/Standards

- Obtain current version of applicable regulations

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate situational awareness (G5)
- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Reading (2); Oral Communication (2)

5. Comply with policies and practices governing drug and alcohol use

5.1 Identify regulated requirements

Important Actions/Standards

- Consult with knowledgeable parties

5.2 Ensure/promote compliance

Important Actions/Standards

- Execute tasks according to regulated requirements
- Inform colleagues and collaborators of regulated requirements

5.3 Monitor compliance

Important Actions/Standards

- Identify/resolve non-compliance situations
- Report non-compliance situations
- Respond to emergency situations

5.4 Stay current

Important Actions/Standards

- Obtain current version of applicable regulations

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate situational awareness (G5)
- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Reading (2); Oral Communication (2)

6. Comply with company policies, procedures and standards

6.1 Identify regulated requirements

Important Actions/Standards

- Consult with knowledgeable parties

6.2 Ensure/promote compliance

Important Actions/Standards

- Execute tasks according to regulated requirements
- Inform colleagues and collaborators of regulated requirements

6.3 Stay current

Important Actions/Standards

- Obtain current version of applicable regulations

GENERAL COMPETENCIES AND ESSENTIAL SKILLS

Most critical interpersonal and/or personal skills associated with the competency as a whole:

- Demonstrate situational awareness (G5)
- Demonstrate thoroughness and attention to detail (G7)

Essential Skills:

- Reading (2); Oral Communication (2)

F | DEMONSTRATE COMMUNICATION AND INTERPERSONAL SKILLS

And to accomplish the previously described professional competencies, A DOCK WORKER must be able to:

1. Apply active listening techniques

1.1 Verify one's understanding

- Summarize someone else's opinion
- Rephrase
- Use questioning techniques to validate one's understanding

1.2 Demonstrate empathy

- Detect what others feel by decoding verbal and non verbal cues
- Demonstrate understanding and sensitivity to what others feel by use of non verbal cues and verbal communication

2. Provide clear and concise information, explanation and instruction

2.1 Use appropriate vocabulary and terminology

- Use industry terminology and jargon when appropriate
- Apply etiquette to using communication devices
- Adapt language to recipient

2.2 Communicate information with a concern to facilitate understanding

3. Select the medium of communication that is appropriate

3.1 Determine selection criteria

- Consider object of communication (message, decision, documentation, report)
- Consider potential barriers to effective communication
- Consider importance and sensitivity of information to communicate (urgent, confidential, etc.)
- Consider targeted recipient(s)

3.2 Assess available media

- Apply selected criteria
- Decide on most appropriate medium of communication

4. Work as a member of a team

4.1 Promote collaboration/cooperation and share one's experiences and expertise

- Share information
- Share ideas

4.2 Earn colleagues' trust and support

- Fulfill commitments to colleagues
- Accept others' ideas
- Praise contributions of fellow colleagues
- Be straightforward with colleagues at all times

5. Demonstrate people skills

5.1 Establish good relations with all kinds of people

- Respect people's needs and interests
- Accept people's limitations
- Demonstrate sense of humour
- Demonstrate empathy

5.2 Deal with different personality types

- Display tact and diplomacy using appropriate tone and words

5.3 Demonstrate authenticity with others

- Be straightforward

6. Write in a clear and concise manner

6.1 Use appropriate vocabulary and terminology

- Use industry terminology and jargon

6.2 Communicate information with a concern to facilitate understanding

- Adapt language to recipient

6.3 Comply with grammar rules

G | DEMONSTRATE PERSONAL SKILLS

And to accomplish the previously described professional competencies, A DOCK WORKER must be able to:

1. Demonstrate professionalism

- 1.1 Accomplish one's duties and tasks according to expected standards
- 1.2 Promote positive image
- 1.3 Demonstrate dedication and commitment
 - Honour one's commitments
 - Establish/maintain relationships based on trust
 - Maintain confidentiality
 - Prevent/notice errors and take corrective actions
 - Take responsibility for one's mistakes
 - Give priority to one's professional obligations, if required

2. Exercise initiative and resourcefulness

- 2.1 Act rather than react
- 2.2 Develop solutions/consider options which go beyond the traditional or conventional approaches

3. Manage time

- 3.1 Assess time realistically
 - Consider all the required steps/actions to perform a particular task/assignment
 - Consider all assignments/commitments
- 3.2 Focus on priorities
 - Keep a To-Do list
 - Position the most urgent/critical tasks at the top of the list

4. Demonstrate situational awareness

- 4.1 Recognize and make others aware of deviations from set procedures
- 4.2 Provide information in advance
- 4.3 Identify problems in a timely manner
- 4.4 React to/address situations efficiently and in a timely manner
- 4.5 Keep abreast of the task to be executed
- 4.6 Continually assess and reassess what is going on

5. Adapt to change

- 5.1 Adapt one's personal and professional habits
- 5.2 Adapt one's interpersonal behaviour pattern
- 5.3 Modify/adapt one's requirements and expectations, if needed

6. Demonstrate thoroughness and attention to detail

- 6.1 Perform tasks to the necessary standards of accuracy and quality
- 6.2 Identify and address details that ensure a smooth operation

7. Work methodically

- 7.1 Plan and organize multiple tasks/assignments in an orderly and systematic manner
- 7.2 Perform each task in compliance with set process and procedure

8. Solve problems

- 8.1 Identify the problem
 - Integrate information from different sources
 - Distinguish causes
- 8.2 Identify possible solutions
 - Consult and research
- 8.3 Select solution
 - Determine criteria
 - Evaluate/compare possible solutions
 - Assess risk
- 8.4 Implement solution
 - Design an implementation strategy and action plan
 - Execute strategy and action plan

9. Make decisions

- 9.1 Make timely decisions
 - Readily address issues and problems under one's responsibility
 - Quickly react to urgent matters/situations
 - Take time to analyze the problem/situation
- 9.2 Make appropriate decisions
 - Rely on one's judgement or experience
 - Consult individuals trusted for their wisdom and practical experience
 - Assess impact/consequences of one's decisions
 - Assess risks

ESSENTIAL SKILLS PROFILE

EXECUTIVE SUMMARY: ESSENTIAL SKILLS PROFILE – DOCK WORKER

While the Occupational Analysis outlines the technical skill requirements for the occupation of dock worker, the Essential Skills Profile outlines the foundation skills (e.g., numeracy, writing) that enable job incumbents to perform job-related technical skills.

THE MOST IMPORTANT ESSENTIAL SKILLS FOR DOCK WORKERS ARE:

- **Oral Communication**
- **Document Use**

TO EFFECTIVELY PERFORM THE TASKS/SKILLS OUTLINED IN THE OCCUPATIONAL ANALYSIS, DOCK WORKERS REQUIRE:

- proficient **Reading Text** skill to locate and interpret information written in memos, manuals, policies and procedures, etc.;
- high-level **Document Use** skill to interpret tables, and forms;
- proficient **Writing** skill to complete routine forms;
- proficient **Numeracy** skill to use various math applications relating to measurement and calculation;
- proficient **Oral Communication** skill to interact professionally with co-workers, supervisors and other members of the team;
- strong **Problem-Solving** skill to respond to unforeseen circumstances and to troubleshoot problems relating to equipment and freight;
- high-level **Decision Making** skill, especially with respect to safety;
- high-level Job **Task Planning and Organizing** skill for planning their work;
- a good **Memory** as it contributes to efficiency;
- proficiency in **Finding Information** from various sources, such as people and documents;
- proficiency in **Working with Others** (i.e., team work) to achieve common goals;
- good **Continuous Learning** skill to stay abreast of new information (e.g., policies, procedures, regulations) and to maintain necessary certification.

The Essential Skills Profile for Dock Worker was developed through synthesizing the HRSDC Profiles for Longshore Workers – NOC 7451 and Material Handlers – NOC 7452, in addition to interviews conducted with dock workers currently employed within the trucking sector. For more information on Essential Skills visit HRSDC's Web site (http://www.hrsdc.gc.ca/eng/workplaceskills/essential_skills/general/esrp.shtml). Download the Reader's Guide to Essential Skills Profiles for a detailed explanation of the job-profiling methodology.



DETAILED ESSENTIAL SKILLS PROFILE – DOCK WORKER

The most important Essential Skills for dock workers are:

- Oral Communication
- Document Use

A. READING TEXT

The Reading Text Complexity Rating Scale ranges from Level 1 (least complex) to Level 5 (most complex). The typical text reading tasks of dock workers are at Complexity Levels 1 to 2. Their most complex text reading tasks are at Complexity Level 3.

EXAMPLES

Dock Workers:

- may read a few sentences at the beginning of a shift to receive work instructions, such as starting times and dock assignments. (Level 1)
- read notes from co-workers about special orders. (Level 1)
- read memos from supervisors and instructions for handling customer inquiries or advice on safety in the workplace. (Level 2)
- read site regulations for each dock/terminal to which they are dispatched to obtain information on operating procedures, such as stowage patterns for different types of materials. (Level 2)
- read the standard operating procedures of the company. (Level 3)
- refer to manuals with information on the storage and handling of dangerous goods. Refer to manuals to learn how to operate equipment such as forklifts. (Level 3)

READING PROFILE

Type of Text	Purpose for Reading			
	To scan for specific information/To locate information	To skim for overall meaning, to get the 'gist'.	To read the full text to understand or to learn.	To read the full text to critique or to evaluate.
Forms		●		
Labels				
Notes, Letters, Memos		●	●	
Manuals, Specifications, Regulations	●	●	●	
Reports, Books, Journals				

OTHER INFORMATION – LANGUAGE

The use of language in an occupation impacts the Essential Skills of Reading Text, Writing and Oral Communication. This section provides information on language as it relates to Reading Text only. It provides a description of industry practice as opposed to prescribing an occupational language standard.

English is the North American language of the trucking industry and there are carrier-specific approaches to this reality. In Quebec, the ability to read English text is not necessarily required of all dock workers as long as at least one job incumbent, or someone else in the company, has the capacity to read English and provides related assistance. Some carriers require their dock workers to read text in both English and French to directly service customers in their preferred language.

B. DOCUMENT USE

The Document Use Complexity Rating Scale ranges from Level 1 (least complex) to Level 5 (most complex). The typical document reading tasks of dock workers are at Complexity Levels 1 to 2. Their most complex document reading tasks are at Complexity Level 3.

EXAMPLES

Dock Workers:

- scan product labels on cartons. (Level 1)
- read signage posted at terminals, docks and warehouses for directions and safety information. (Level 1)
- complete forms, such as weekly inventory sheets. (Level 1)
- obtain information about drop-off locations from sketches and documents. (Level 1)
- scan work schedules. (Level 2)
- scan forms, such as packing slips, tally sheets, run-sheets and bills of lading to verify that goods were delivered in the amount specified in the paperwork. (Level 2)
- enter numbers and codes on loading sheets, in tabular format. (Level 2)
- refer to charts, such as weight charts, which indicate what weights forklifts can lift. (Level 2)
- interpret pictures to learn about hand signals or operating procedures, such as how to handle lumber. (Level 2)
- read tables to obtain information such as truck schedules, stowage patterns or rigging configuration. (Level 2)
- refer to industrial site and yard maps to find delivery locations. (Level 2)
- refer to assembly drawings to perform minor machine repairs. (Level 3)
- refer to schematic drawings, such as the air brake system for their loading equipment. (Level 3)

DOCUMENT USE PROFILE

Dock Workers:

- read signs, labels and lists.
- complete forms by marking check boxes, recording numerical information or entering words, phrases, sentences or texts of a paragraph or more.
- read completed forms containing check boxes, numerical entries, phrases, addresses, sentences or texts of a paragraph or more.
- read tables, schedules or other table-like text (e.g., read work shift schedules).
- obtain specific information from graphs or charts.
- interpret information on graphs or charts.
- interpret scale drawings (e.g., blueprints or maps).
- read assembly drawings (e.g., those found in service and parts manuals).
- obtain information from sketches, pictures or icons.



DETAILED ESSENTIAL SKILLS PROFILE – DOCK WORKER

C: Writing

C. WRITING

The Writing Complexity Rating Scale ranges from Level 1 (least complex) to Level 5 (most complex). The typical writing tasks of dock workers are at Complexity Level 1. Their most complex writing tasks are at Complexity Level 2.

EXAMPLES

Dock Workers:

- write notes to supervisors about shortages of materials. (Level 1)
- write shipping labels on crates and record codes on loading charts. (Level 1)
- may complete a tally sheet to record the number of skids/pallets delivered. (Level 1)
- complete activity logs to record tasks completed during the shift and any problems that occurred. (Level 1)
- write notes to themselves as reminders of tasks to be done. (Level 1)
- may complete accident report forms to record the details of an accident. (Level 2)
- complete forms to record reasons for not accepting a shipment and noting conditions which need to be met for acceptance. (Level 2)
- may write memos to supervisors to document problems, such as receiving damaged products. (Level 2)

WRITING PROFILE

Length	Purpose for Writing						
	To organize/ to remember	To keep a record/ to document	To inform/ to request information	To persuade/ to justify a request	To present an analysis or comparison	To present an evaluation or critique	To entertain
Texts requiring less than one paragraph of new text	●	●					
Texts rarely requiring more than one paragraph							
Longer texts		●					

OTHER INFORMATION – LANGUAGE

The use of language in an occupation impacts the Essential Skills of Reading Text, Writing and Oral Communication. This section provides information on language as it relates to Writing only. It provides a description of industry practice as opposed to prescribing an occupational language standard.

English is the North American language of the trucking industry and there are carrier-specific approaches to this reality. In Quebec, the ability to write in English is not necessarily required of all dock workers as long as at least one job incumbent, or someone else in the company, has the capacity to write in English and provides related assistance. Some carriers require their dock workers to write in both English and French to directly service customers in their preferred language.

Industry practice reveals that carriers with the requirement for the Essential Skill of Writing in English only typically rely on one of the following strategies to meet the needs of the French-language customers:

- Translate outgoing documents, or
- Ensure that at least one dock worker is able to write in both English and French, assigning him/her the responsibility for providing support to their team as required.

D. NUMERACY

NUMERICAL CALCULATION

The Numerical Calculation Rating Scale ranges from Level 1 (least complex) to Level 5 (most complex). The numerical calculation tasks of dock workers involve:

- Measurement and Calculation Math at Complexity Levels 1 to 2.
- Data Analysis Math at Complexity Level 1.

EXAMPLES

Dock Workers:

- may measure wood crates for construction. (Measurement and Calculation Math, Level 1)
- may convert board measurement to linear feet. (Measurement and Calculation Math, Level 1)
- may calculate the weight of a load, considering the weight and quantity of different materials, to safely load it with a forklift. (Measurement and Calculation Match, Level 2)
- measure the dimensions (length, width and height) of a truck trailer and the length, width and height of filled pallets to determine how many pallets of product will fit in the trailer. (Measurement and Calculation Math, Level 2)
- may compare the weight of items to be lifted, such as a pack of lumber, to the weight rating of the forklift to determine if the forklift will safely lift the load. (Data Analysis Math, Level 2)

NUMERICAL ESTIMATION

The Numerical Estimation Rating Scale ranges from Level 1 (least complex) to Level 4. The numerical estimation tasks of dock workers are at Complexity Levels 1 to 3.

EXAMPLES

Dock Workers:

- estimate the weight of products on pallets to decide if they can be lifted by the forklift. (Numerical Estimation, Level 1)
- estimate the length of time it will take to load and unload trucks. (Numerical Estimation, Level 2)
- estimate if the cargo being loaded by the forklift will fit in a specific spot in the trailer considering factors such as angle of entry and the size of the cargo. (Numerical Estimation, Level 3)



DETAILED ESSENTIAL SKILLS PROFILE – DOCK WORKER

D: Numeracy

MATH SKILLS PROFILE

A. MATHEMATICAL FOUNDATIONS USED

Number Concepts	Dock Workers
Whole Numbers	Read and write, count, round off, add or subtract, multiply or divide whole numbers. For example, counting pallets as they are loaded onto a truck; counting inventory items on warehouse shelves; counting packages and multiplying to get the number of products which have been added to a shipment and comparing the result to the number on the inventory sheet; multiplying the height of a container by the number of containers to calculate their total height; reading manifests and checking actual cargo, adding and multiplying as required to get total amounts.
Rational Numbers – Fractions	Read and write, add or subtract, multiply or divide fractions. For example, reading chain sizes, such as $\frac{1}{4}$ inch, when referring to rigging manuals; calculating the time needed to perform tasks in half hours and quarter hours.
Rational Numbers – Decimals	Read and write, round off, add or subtract decimals, multiply or divide by a decimal, multiply or divide decimals. For example, multiplying the weight of bags in decimal values, e.g., calculating the weight of five bags which weigh 22.7 kilograms each; reading flow gauges on equipment, such as 2.5 tons.
Rational Numbers – Percents	Read and write percents, calculate the percent one number is of another, calculate a percent of a number. For example, reading labels which use percent to show the composition of a cargo item, such as bags of chemicals, when determining how to handle split bags safely.
Patterns and Relations	
Equations and Formulae	Solve problems by constructing and solving equations with one unknown, use formulae by inserting quantities for variables and solving. For example, using an equation to calculate the load distribution for a trailer; using formulae to calculate the volume of regular shaped containers or to calculate the density of wood.
Use of Rate, Ratio and Proportion	Use a rate showing comparison between two quantities with different units, use a ratio showing comparison between two quantities with the same units. For example, monitoring speeds in km/hr when operating equipment.
See <i>Document Use</i> for information on: using scale drawings.	
Shape and Spatial Sense	
Measurement Conversions	Perform measurement conversions. For example, converting centimetres to inches or kilograms to pounds when planning trailer loading.
Areas, Perimeters, Volumes	Calculate areas, calculate perimeters, calculate volumes. For example, calculating the area of a truck's trailer; calculating the volume of materials on a pallet.
See <i>Document Use</i> for information on: using tables, schedules or other table-like text; using graphical presentations	

B. HOW CALCULATIONS ARE PERFORMED

Dock Workers perform calculations:

- in their head
- using a pen and paper
- using a calculator

C. MEASUREMENT INSTRUMENTS USED

Dock Workers measure:

- time. For example, using a clock or watch.
- weight or mass. For example, using a scale.
- distance or dimension. For example, using a measuring tape or by pacing off.
- temperature. For example, using a temperature gauge.
- pressure. For example, using a pressure gauge.

They use:

- both the metric and imperial measurement systems.

E. ORAL COMMUNICATION

The Oral Communication Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). The typical oral communication tasks of dock workers are at Complexity Level 1. Their most complex oral communication tasks are at Complexity Level 2.

EXAMPLES

Dock Workers:

- listen to and follow simple radio instructions from supervisors and other workers. (Level 1)
- talk to forepersons, supervisors and drivers to receive work instructions, report safety concerns and troubleshoot issues. (Level 2)
- interact with co-workers to co-ordinate work tasks and to discuss how to move heavy objects. (Level 2)
- interact with supervisors to discuss problems, such as damaged shipments or shortages in orders. (Level 2)
- may talk to mechanics about problems with the operation of forklifts. (Level 2)
- speak with drivers to locate cargo and determine the locations of trucks and trailers. (Level 2)
- converse with co-workers and forepersons during safety meetings. (Level 2)
- interact with checkers, who monitor and record the transfer of cargo, and the RCMP, who manage security, to provide information. (Level 2)

MODES OF ORAL COMMUNICATION USED

Dock Workers communicate:

- in person.
- using the telephone.
- using two-way radio.
- using specialized communication signals. For example, hand signals and horn blasts.

ENVIRONMENTAL FACTORS IMPACTING COMMUNICATION

Noise from signal horns, forklifts and truck engines, as well as working in confined spaces, may hinder communication.

OTHER INFORMATION – LANGUAGE

The use of language in an occupation impacts the Essential Skills of Reading Text, Writing and Oral Communication. This section provides information on language as it relates to Oral Communication only. It provides a description of industry practice as opposed to prescribing an occupational language standard. Since Oral Communication is among the most important Essential Skills required by the occupation of dock workers, attention should be drawn to related language preferences.

English is the North American language of the trucking industry and there are carrier-specific approaches to this reality. Dock workers who work in Quebec may be able to perform their jobs by speaking French only as long as the capacity to speak English is vested elsewhere on the team. Some carriers required their dock workers to demonstrate proficiency in both English and French to directly service customers in their preferred language.

Industry practice reveals that carriers with English-only requirements for the Essential Skill of oral communication typically rely on one of the following strategies to meet the needs of their French-language customers.

- Ensure that at least one dock worker is able to speak in both English and French, assigning him/her responsibility for providing support to their team as required, or
- Utilize a third party (e.g., a dock worker in another terminal/dock) to provide support as needed.

DETAILED ESSENTIAL SKILLS PROFILE – DOCK WORKER

E: Oral Communication

ORAL COMMUNICATION PROFILE

Type	Purpose of Oral Communication											
	To greet	To take messages	To provide/receive information, explanation, direction	To seek, obtain information	To co-ordinate work with that of others	To reassure, comfort	To discuss (exchange information, opinions)	To persuade	To facilitate, animate	To instruct instill understanding, knowledge	To negotiate, resolve conflict	To entertain
Listening (little or no interaction)			●									
Speaking (little or no interaction)			●									
Interact with co-workers			●	●	●		●		●	●		
Interact with supervisor/manager			●	●	●		●			●		
Interact with clients/public			●	●	●							
Interact with suppliers, servicers			●									
Participate in group discussion												

F. THINKING SKILLS

Thinking Skills differentiates between five different types of cognitive functions. However, these functions are interconnected and include:

1. **Problem Solving**
2. **Decision Making**
3. **Job Task Planning and Organizing**
4. **Significant Use of Memory**
5. **Finding Information**

1. PROBLEM SOLVING

The Problem Solving Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). The typical problem solving tasks of dock workers are at Complexity Levels 1 and 2. Their most complex problem solving tasks are at Complexity Level 3.

EXAMPLES

Dock Workers:

- are unable to find goods required for loading. They organize a search, focusing on the date of original storage and the inventory listing to pinpoint where the articles may be located. (Level 1)
- find that other workers are putting products at risk. For instance, careless use of water hoses in the warehouse may mean that rolls of paper products are in danger of being soaked. They advise the person using the hose that this is jeopardizing the product and, if necessary, move products to another location. (Level 1)
- may break a pack of lumber while moving a load. They follow the standard procedure of calling in a swamper to restack the broken bundle and, in the interim, figure out how to work around the temporary obstruction to maintain productivity. (Level 1)
- find that articles for delivery may not fit in the assigned trailers. They may have to take shipments apart and reassemble them in a configuration that fits the trailer. (Level 2)
- observe that a load is off balance and tipping forward. They assess whether time should be taken to adjust the load immediately, considering safety risks and how long it will take to get the load to its destination. (Level 2)
- find that deliveries leaving the warehouse are backlogged. They call their supervisors and dispatchers to advise them of the delays and assess the urgency of the problem. In cases where hardship would be caused by the delay, they look at possible solutions, such as juggling other jobs or requesting that extra workers be called in. (Level 3)

2. DECISION MAKING

The Decision Making Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). The typical decision making tasks of dock workers are at Complexity Levels 1 to 2. Their most complex decision making tasks are at Complexity Level 3.

EXAMPLES

Dock Workers:

- decide how to store items in the most efficient way. (Level 1)
- decide which piece of available equipment is most suited to the job that must be done. (Level 1)
- decide how to position a load so its weight will be distributed properly. (Level 2)
- decide where to position storage goods in the warehouse, based on if the storage is for long or short term. It is important for instance, not to put a load being stored for six months behind a load that is being stored for three years. (Level 2)
- decide whether to unload a shipment which has arrived damaged or to refuse the load until an investigation has been conducted. (Level 2)
- decide the sequence of deliveries based on the urgency of orders and the distances between destinations. (Level 2)

DETAILED ESSENTIAL SKILLS PROFILE – DOCK WORKER

F: Thinking Skills

3. JOB TASK PLANNING AND ORGANIZING

The Job Task Planning and Organizing Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). Dock workers plan and organize their job tasks at Complexity Level 2.

DESCRIPTION

Dock workers perform repetitive tasks. Their work priorities are established by forepersons who provide ongoing direction to crews during the day. Within this context, dock workers follow established operating procedures and have some scope to sequence their tasks for efficiency. Co-ordinating work with others in the crew is essential to working safely and maintaining productivity.

4. SIGNIFICANT USE OF MEMORY

EXAMPLES

Dock Workers:

- remember where numerous items can be found in the warehouse.
- remember for a short period of time what items were sent out in order to respond to queries from supervisors.
- may memorize stock numbers for commonly stocked items.
- remember the operating procedures of each terminal/warehouse to perform work in conformance with them.

5. FINDING INFORMATION

The Finding Information Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). Dock worker tasks that involve finding information are at Complexity Levels 1 to 3.

EXAMPLES

Dock Workers:

- may call dispatchers to find missing information on invoices, such as the locations or numbers of trailers to be loaded. (Level 1)
- consult with their forepersons by radio or in person to clarify procedures. (Level 1)
- use catalogues, product lists and computer databases to locate information on products, such as stock numbers. (Level 1)
- consult with co-workers, supervisors and suppliers to find out when loads are coming in. (Level 1)
- may read health and safety regulations to find information on safety. (Level 2)
- use reference books, manuals and documents available at their companies to find technical information, such as rigging and loading techniques. They extract and interpret the information and apply it in the workplace. (Level 3)

G. WORKING WITH OTHERS

The Working with Others Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). Dock workers work with others at Complexity Level 2.

DESCRIPTION

Dock workers typically work in teams, commonly referred to as crews, under the direction of a foreperson. Within this context, they may work independently, as when they are operating a forklift, or with a partner, as when they are signalling for a co-worker operating a crane. Working with others is critical to the job as it impacts on safety and efficiency.

PARTICIPATION IN SUPERVISORY OR LEADERSHIP ACTIVITIES

Dock Workers:

- participate in formal discussions about work processes or product improvement.
- have opportunities to make suggestions on improving work processes.
- inform other workers or demonstrate to them how tasks are performed.
- orient new employees.

H. COMPUTER USE

The Computer Use Rating Scale ranges from Level 1 (least complex) to Level 5 (most complex). The Computer Use tasks of dock workers are at Complexity Levels 1 and 2.

EXAMPLES

Dock Workers:

- use computer-operated machinery. For example, they may print delivery slips using computerized printers. This involves making simple entries into pre-formatted programs. (Level 1)
- may use computerized bar-code scanning equipment. (Level 1)
- may get information about changes in stock through a product database. (Level 2)
- may use computerized warehouse management software that provides them with work orders and directions regarding shipping, receiving, put-away and picking. (Level 2)

I. CONTINUOUS LEARNING

The Continuous Learning Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). Dock workers perform Continuous Learning tasks at Level 1.

DESCRIPTION

Dock workers mostly learn on the job. They may receive training in first aid and obtain licensing for the operation of equipment, such as forklifts or moving trucks. There is a strong tradition of on-the-job training and some workers also have the opportunity to participate in formal training activities. Safety training, such as Workplace Hazardous Materials Information System (WHMIS) courses, is emphasized as the working environment can be hazardous.

HOW THE LEARNING OCCURS

Learning may be acquired:

- as part of regular work activity.
- from co-workers.
- through training offered in the workplace.
- through reading and other forms of self-study:
 - > at work.
 - > using materials available through work.
- through off-site training:
 - > during working hours at no cost to the worker.



DETAILED ESSENTIAL SKILLS PROFILE – DOCK WORKER

J: Other Information

J. OTHER INFORMATION

In addition to collecting information for this Essential Skills Profile, our interviews with job incumbents also asked about the following topics.

1. PHYSICAL ASPECTS

Dock workers sit when operating vehicles, such as forklifts, and stand, walk and bend to perform tasks such as rigging and mounting attachments on small equipment.

2. ATTITUDES

Dock workers should be able to follow instructions and work as a member of a team. They should be safety conscious and attentive to their surroundings to avoid dangerous situations.

3. FUTURE TRENDS AFFECTING ESSENTIAL SKILLS

As the focus on safety in the workplace increases, dock workers will be required to learn more about safety regulations, such as those relating to the Transportation of Dangerous Goods (TDG). They may need to upgrade their Document Use and Reading Text skills in order to gain sufficient knowledge for obtaining a license for transporting dangerous goods.



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