

Guelph-Wellington County

Literacy Services Planning Statistical Report

CMSM LBS Program Data and Analysis Report

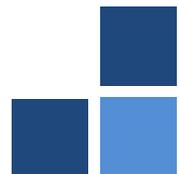


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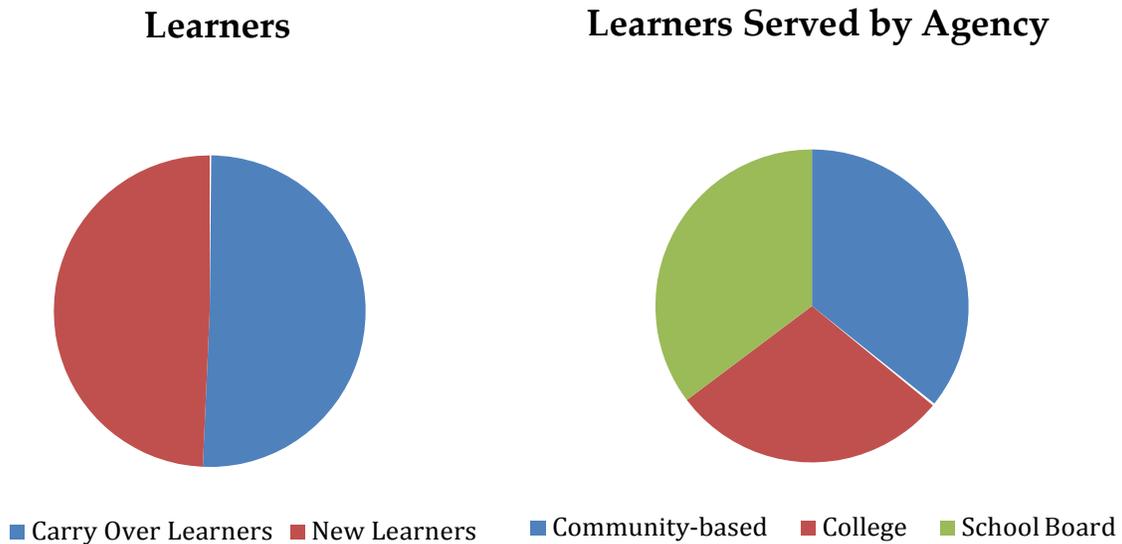
For information contained in this report, please contact



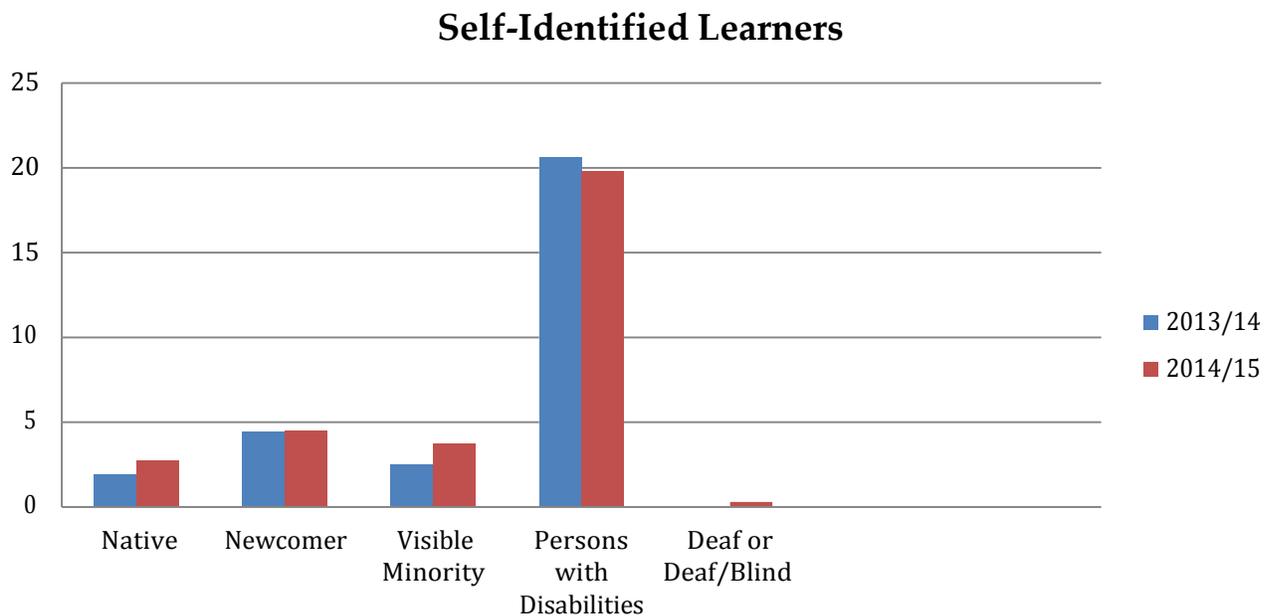
Project READ Literacy Network Waterloo-Wellington
124 Sydney Street South, 3rd Floor, Kitchener, ON N2G 3V2
Tel: 519-570-3054
www.projectread.ca

Learners

In 2014/15 Guelph - Wellington Literacy Service Planning Agencies served 641 learners. The learners were served fairly equally across all three sectors (community-based, college and school board). There were 364 female learners and 277 male learners.



Only 199 of the learners had recognized client status. There was an increase in the percentage of native and deaf or deaf blind learners from 13/14 to 14/15, but a decrease in Persons with Disabilities.

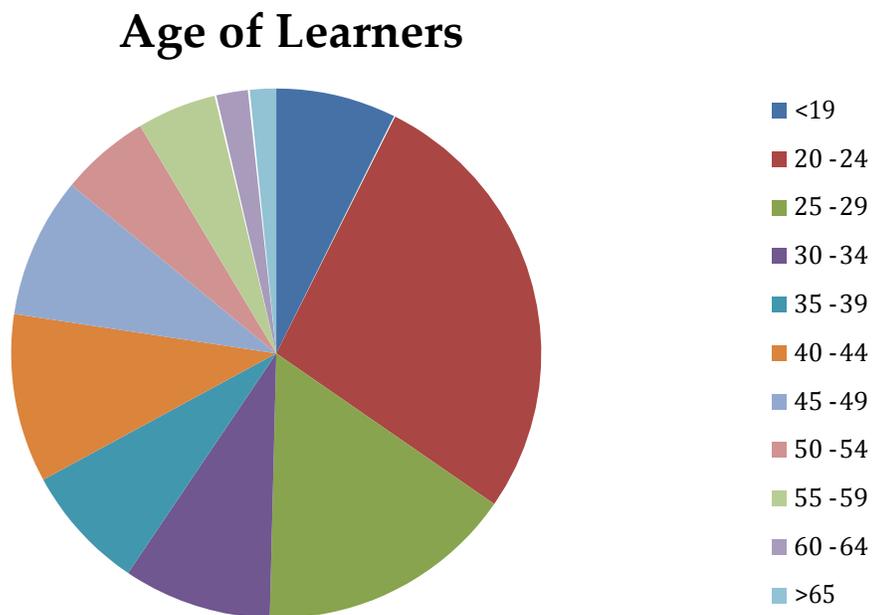


Age of Learners

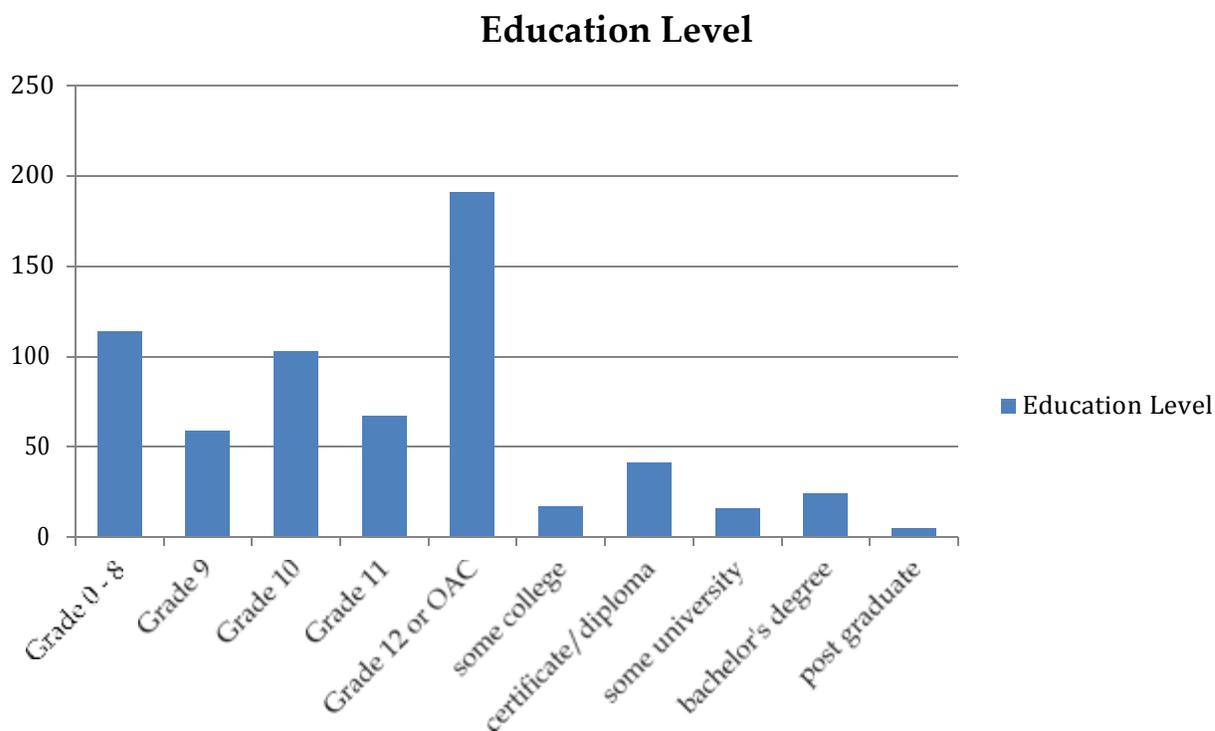
The majority of learners were in the 20 – 44 age range at 70%.

The largest number fell in the 20 – 24 range at 175 learners (27.3%).

The number of learners in the 45 – 64 range dropped by 5.1%, as the trend turns and less older workers are being laid-off.



Level of Education for Adult Learners in Guelph-Wellington programs



Guelph - Wellington programs increased the number of learners in their programs with less than a Grade 12 by 2.7% over last year. 53.5% of their learners did not have a Grade 12 as compared to 49.7% for the west and 44.4% for the province.

It is important to note that having a Grade 12 does not mean an individual does not require upgrading or literacy supports, but for Service Quality Standards the individuals with less than a Grade 12 are given more weight.

Level of Education of Learners

EQAO Results:

The largest category for learners was with a Grade 12 or OAC with 191 learners. This is not a surprising trend when comparing it to the increase in youth numbers and the EQAO results.

EQAO results for the most recent year for all public and Catholic high-schools in Guelph-Wellington show that the Grade 9 Academic students are averaging 86% success when it comes to math results, but for Applied students this number drops to 54%. The majority of these students go on to employment from high school and less than ¼ attend college. This is an obvious reason why we are having more and more requests for math training within our programs. It is also interesting to look at the results for students who participated in the literacy testing in high school. Reviewing the sample test booklets shows the level to be about an Essential Skills 2. To be considered literate in Canada you must be at Level 3. This means that the success rate should be very high considering the results are only for the percentage of the percentage of learners eligible who fully participated in the testing. Only two high schools in Wellington scored over 90% in the most recent year...the lowest was at 31%. The average at all the schools was 81%.

We also compared 3 elementary schools in middle class neighbourhoods with 3 schools in poverty stricken geographic areas. The results are astounding:

Grade 3:

Middle Class:

Average Class size = 15 students
Average Reading Level Result = 78%
Average Writing Level Result = 80%
Average Math Level Result = 74%

Poverty:

Average Class size = 10 students
Average Reading Level Result = 45%
Average Writing Level Result = 50%
Average Math Level Result = 41%

Grade 6:

Middle Class:

Average Class size = 16 students
Average Reading Level Result = 85%
Average Writing Level Result = 84%
Average Math Level Result = 68%

Poverty:

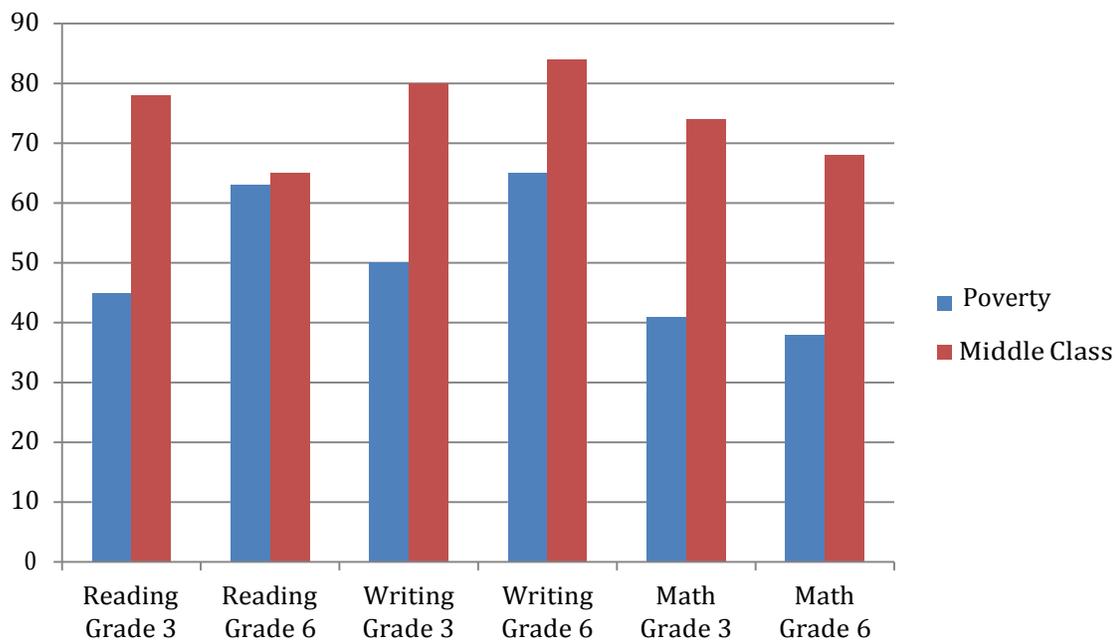
Average Class size = 15 students
Average Reading Level Result = 63%
Average Writing Level Result = 65%
Average Math Level Result = 38%

In Middle Class they increased their reading skills by 7% and in poverty they increased their reading skills by 18%.

In Middle Class they increased their writing skills by 4% and in poverty they increased their writing skills by 15%.

In Middle Class they decreased their math skills by 6% and in poverty they decreased their math skills by 3%.

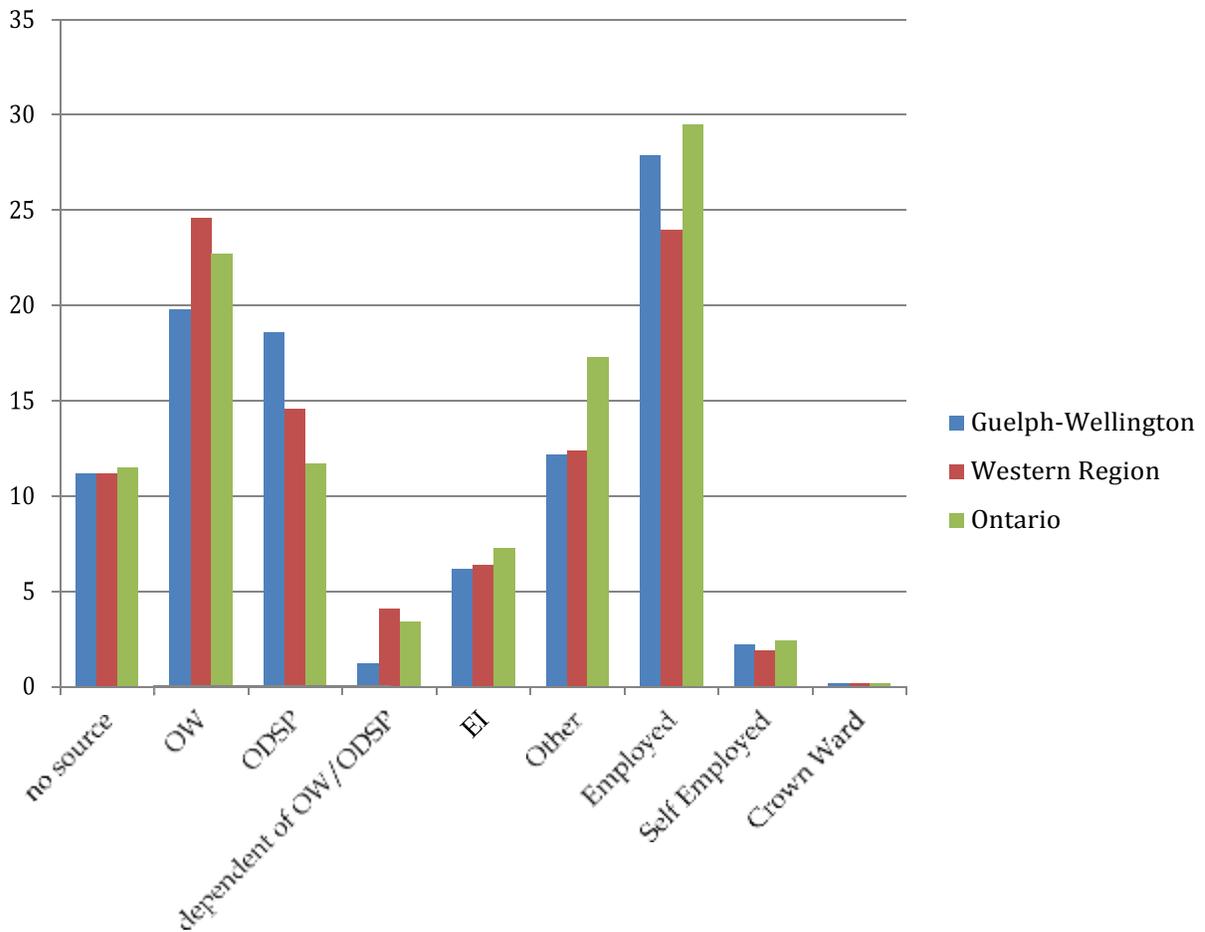
Math is the all-around weakness for our schools, but by Grade 6 we should be showing higher literacy levels especially if we are learning to read by the age of 8 and then we are reading to learn from there on. These are some of the reasons that our youth numbers are increasing in literacy programs and the request for math supports continues to grow.



Source of Income

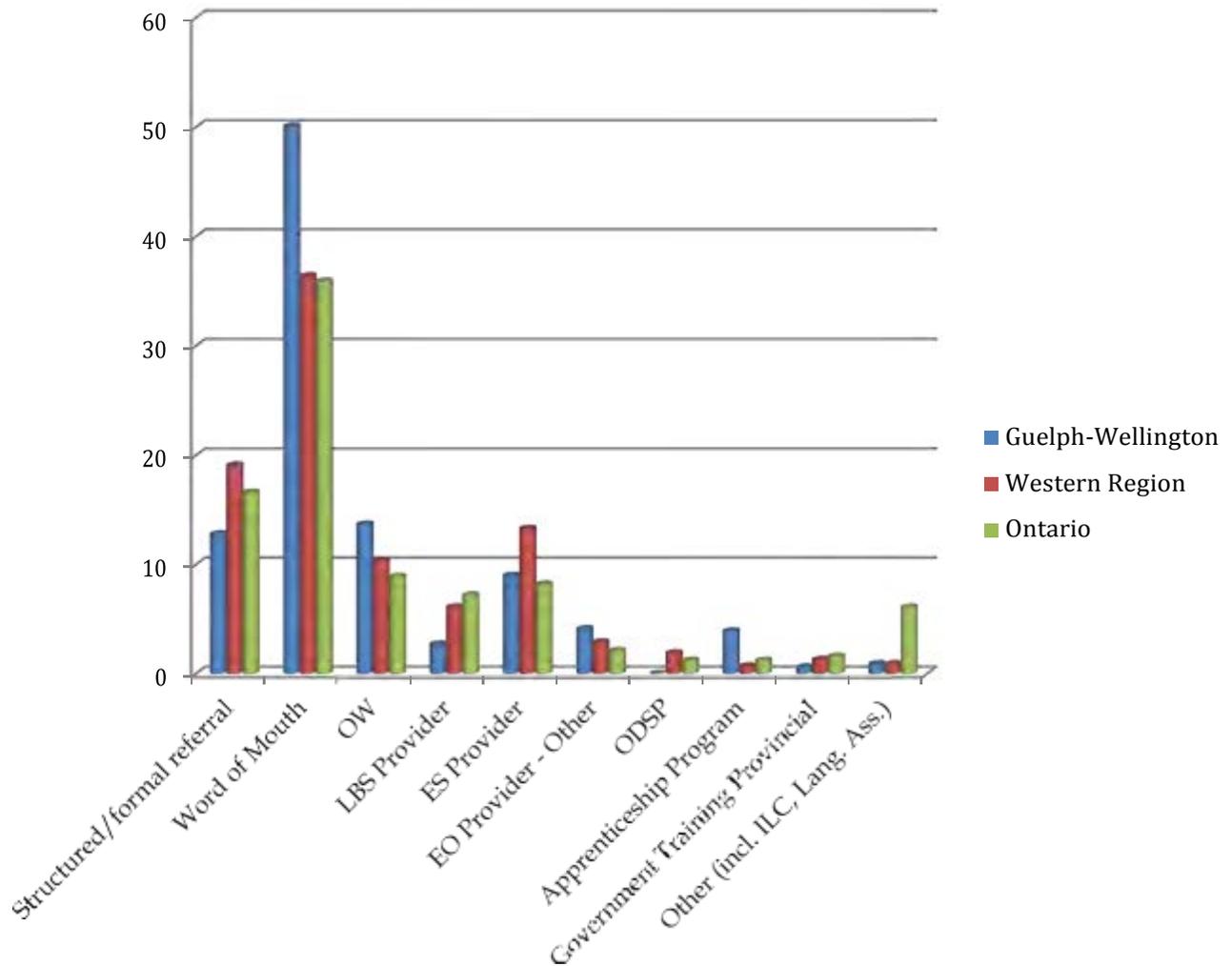
The majority of our learners are employed. For the individuals that are currently employed, our programs are helping people to increase their skills to grow in their current jobs or to move into better jobs.

The next two highest are dependent on OW and ODSP (127 and 119 respectively) as their main source of income. This represents 38.4% of our learners as compared to 34.4% for the province. All percentages across the board have dropped in OW as a direct result of the issue with SAMS.



Referrals In

Referrals in that are included in the performance management framework increased by 1.0% this year from 2013/14. The chart below shows comparisons to the Western Region and the province.

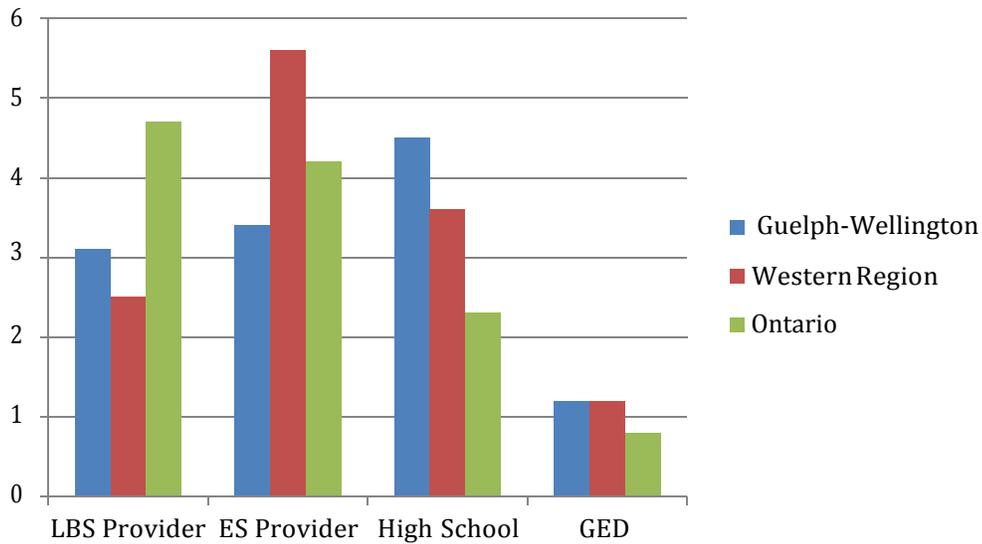


In Wellington, Word of Mouth is still the highest form of referral and is approximately 14% higher than both the west and the province.

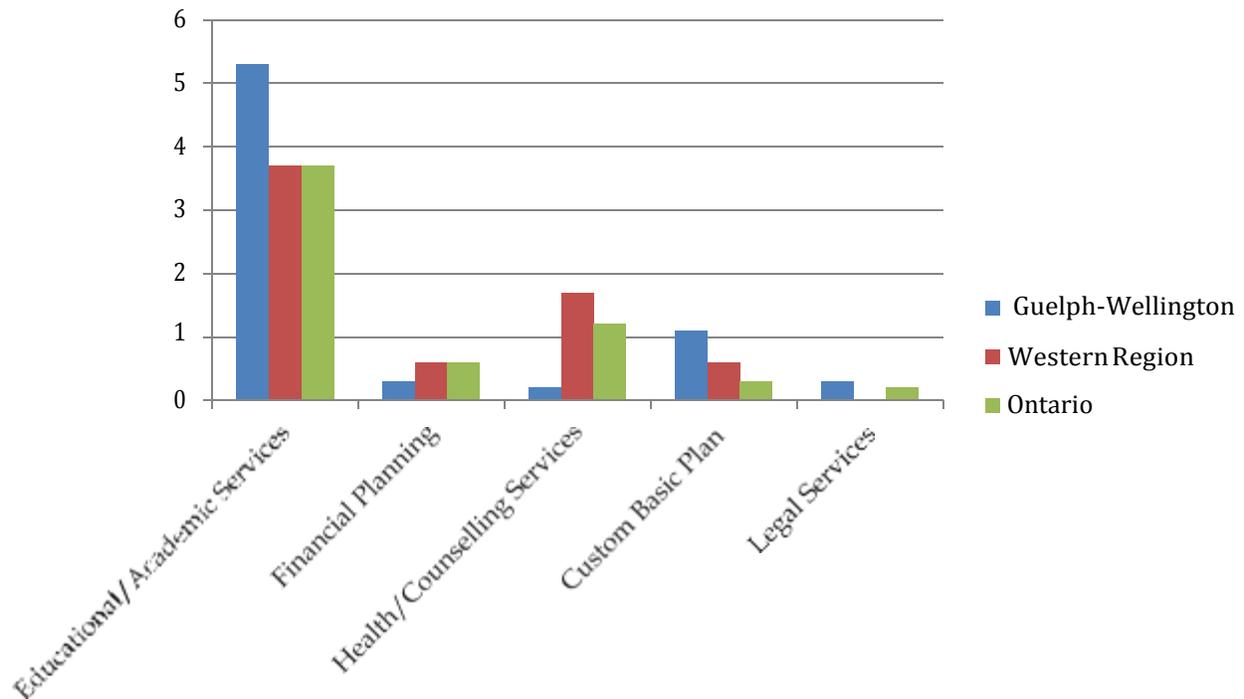
Referrals Out

Guelph-Wellington LBS providers had more referrals out to community resources (7.2%) than did the Western Region and the Province. The highlight is that referrals out to all programs and community resources were increased by a total of 12.1% from 2013/14.

Referrals Out to Other Programs/Services



Referrals Out to Community Resources



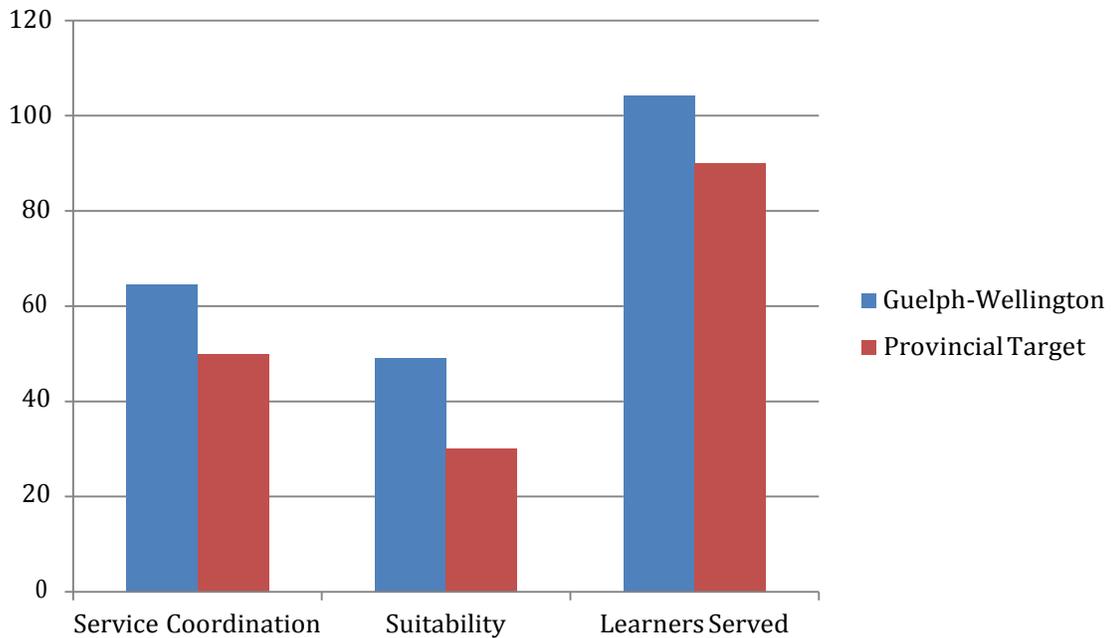
Regional Estimated SQS:

In using the CMSM statistics we can make some estimates as to a regional SQS for:

Service Coordination

Suitability (this estimate is approximating that each learner that identified an area of suitability, identified 3 areas....this would allow for a very conservative percentage)

Learners Served



Areas to be worked on

Increasing the number of individuals in our programs aged 50 – 64

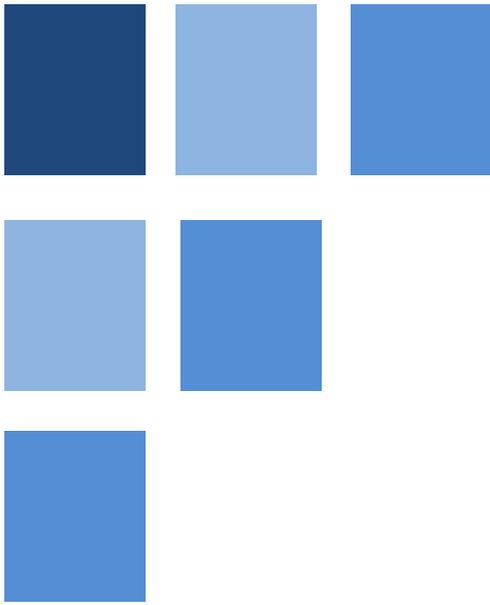
Continue promoting to OW as they slowly move out of the SAMS issues to increase our referrals in as we should have higher numbers

Help learners to understand what “other” source of income is, as they may be identifying this instead of “no source”

Work on using the formal referral form between programs, as the structure can help to increase service coordination numbers

Continue working with ES providers for referrals in

Continue working with LBS practitioners on referring out to ES and other community resources



Appendices

EQAO – Guelph-Wellington High Schools – Grade 9 Math Results

Total Gr 9 Learners in Applied by UGDSB =775; by WCDSB = 146

Total Gr 9 Learners in Academic by UGDSB =1628; by WCDSB = 446

School/Bd	Grade 9 Applied					Grade 9 Academic					Academic exceeding applied by % in 12/14
	# of Stud	ESL	Spec Ed	12/14 % @ or above ON stand.		# of Stud	ESL	Spec Ed	12/14 % @ or above ON stand.		
Wellington Heights SS/UGDSB/rural	53	0	38	41	72	0	4	85	44%		
				43				83			
				39				83			
Norwell DSS – Palmerston/UGDSB/rural	32	0	31	46	69	0	3	87	45%		
				38				84			
				39				84			
Erin DHS – Erin/UGDSB/rural	36	0	31	44	87	0	13	77	29%		
				41				75			
				48				79			
Centre Wellington DHS – Fergus/UGDSB/rural	92	0	42	36	218	0	4	84	36%		
				41				84			
				47				83			
John F Ross C & VI – Guelph/UGDSB/urban	123	0	37	53	293	3	6	86	36%		
				51				88			
				55				91			
Guelph C & VI – Guelph/UGDSB/urban	84	0	29	64	186	1	5	94	24%		
				62				94			
				68				92			

School/Bd	Grade 9 Applied					Grade 9 Academic					Academic exceeding applied by % in 12/14
	# of Stud	ESL	Spec Ed	12/14 % @ or above ON stand.		# of Stud	ESL	Spec Ed	12/14 % @ or above ON stand.		
College Heights SS – Guelph/UGDSB/urban	47	0	74	71	n/a		n/a	n/a	n/a		n/a
				82				n/a			
				79				n/a			
Centennial C & VI – Guelph/UGDSB/urban	67	0	36	54	267	0	8	86		23%	
				60				88			
				67				90			
St James HS – Guelph/WCDSB	67	0	55	49	157	0	6	81		29%	
				58				82			
				56				85			
St John Bosco Alternative CHS – Guelph/WCDSB	<10	n/a	n/a	n/a	<10	n/a	n/a	n/a		n/a	
				n/a				n/a			
				n/a				n/a			
Our Lady of Lourdes Sep S – Guelph/WCDSB	57	5	35	48	129	4	13	85		41%	
				43				88			
				49				90			
Bishop Macdonell Catholic High School – Guelph/WCDSB	21	0	52	43	159	0	10	89		46%	
				41				93			
				45				91			

Guelph-Wellington High Schools – OSSLT Successes

UGDSB Number Eligible = 2519; WCDSB Number Eligible = 587

School/Bd	# of Stud	Stud participate	ESL	Spec Ed	% of stud that participated fully			% of fully participated studs who were successful		
					10-12	11-13	12-14	10-12	11-13	12-14
Wellington Heights SS – Mt. Forest/UGDSB/rural	136	99	0	18	95	95	97	79	77	76
Norwell DSS – Palmerston/UGDSB/rura	152	96	0	20	97	95	95	87	86	86
Erin DHS – Erin/UGDSB/rural	146	97	0	21	97	97	96	86	85	86
Centre Wellington DHS – Fergus/UGDSB/rural	262	97	0	16	96	95	96	84	82	82
John F Ross C & VI – Guelph/UGDSB/urban	421	87	11	4/13	93	92	90	92	91	90
Guelph C & VI – Guelph/UGDSB/urban	261	95	2	1/10	95	94	95	91	90	87
College Heights SS – Guelph/UGDSB/urban	109	82	0	76	84	84	83	30	31	31
Centennial C & VI – Guelph/UGDSB/urban	323	97	0	9	97	96	97	95	94	94
St James HS – Guelph/WCDSB	187	92	1	1/11	97	96	95	83	83	84
St John Bosco Alternative CHS – Guelph/WCDSB	<10	n/a	n/a	n/a	45	52	60	40	53	n/a
Our Lady of Lourdes Sep S – Guelph/WCDSB	203	96	7	6/20	97	97	95	87	86	84

School/Bd	# of Stud	Stud participate	ESL	Spec Ed	% of stud that participated fully			% of fully participated studs who were successful		
					10-12	11-13	12-14	10-12	11-13	12-14
Bishop Macdonell Catholic High School – Guelph/WCDSB	190	97	1	1/13	97	98	97	89	89	91

Poverty Elementary Schools vs. Middle Class Elementary Schools – Literacy Results Grade 3 and 6 – Guelph-Wellington

School/Bd	Grade 3												Grade 6											
	# of Stud	ESL %	Spec Ed %	Reading			Writing			Math			# of Stud	ESL %	Spec Ed %	Reading			Writing			Math		
				10-12	11-13	12-14	10-12	11-13	12-14	10-12	11-13	12-14				10-12	11-13	12-14	10-12	11-13	12-14	10-12	11-13	12-14
Central PS/UGDSB (middle income) 2/2 classes/students per class = 14/17	27	7	11	72	74	76	82	83	84	73	72	71	34	3	15	74	76	80	75	76	76	65	60	58
Sir Isaac Brock PS/UGDSB (middle income) 4/3 classes/students per class = 17/19	66	2	18	75	80	79	77	81	82	80	84	82	57	0	19	87	84	84	84	78	82	80	71	69
Victory PS/UGDSB (middle income) 3/2 classes/students per class = 14/12	40	0	18	79	77	78	78	79	73	77	72	68	24	4	29	91	93	92	91	93	93	79	81	77
Avg class size = 15/16																								
Brant Ave PS/UGDSB (lower income) 3/1 classes/students per class = 10/21	30	7	23	45	48	60	58	66	71	45	50	54	21	0	29	67	61	59	64	67	73	24	30	24
Westwood PS/UGDSB (lower income) 4/2 classes/students per class = 11/15	42	17	33	52	55	50	51	50	51	62	59	47	30	0	27	68	70	70	62	64	64	44	46	45
WillowRdPS/UGDSB (lower income) 3/4 classes/students per class = 9/7	25	-	44	35	30	26	40	38	29	41	29	22	28	-	50	63	57	60	57	61	57	49	45	45
Avg class size = 10/15																								

Category	%↑ or %↓ from 13/14	Wellington (SDC = 615)	West (Wellington = 6.25% of West)	ON - Anglo(excluding E-Channel)	Waterloo % Comparison WE/West/ON			Diff. in Well. actual #'s from 13/14
learners								
-grade 0 – 8	1.5↑	114	1483	5295	17.8	14.5	12.1	<3>
-grade 9	0.7↑	59	892	3636	9.2	8.7	8.3	<2>
-grade 10	1.0↓	103	1469	5478	16.1	14.3	12.6	<20>
-grade 11	1.4↑	67	1246	4972	10.5	12.2	11.4	2
-grade 12 or OAC		191	2810	10597	29.8	27.4	24.3	<15>
-some college		17	504	3030	2.7	4.9	6.9	0
-certificate/diploma		41	1148	5167	6.4	11.2	11.8	<20>
-some university		16	200	1141	2.5	2.0	2.6	0
-bachelor's degree		24	322	1817	3.7	3.1	4.2	<10>
-post graduate		5	110	489	0.8	1.1	1.1	<8>
Total learners with <Gr12	2.7↑	343	5090	19381	53.5	49.7	44.4	<23>
Labour force attachment								
-Emp FT		119	1398	6228				<30>
-Emp PT		76	1504	5969				<10>
-Self Emp.		14	213	900				2
-FT Student		5	308	2079				<8>
-PT Student		2	217	1405				0
-Under Emp		25	225	739				<7>
-Unemp		397	6319	24694				<26>
Source of income								
-no source	2.3↑	72	1143	5032	11.2	11.2	11.5	8
-OW	0.3↓	127	2525	9887	19.8	24.6	22.7	<18>
-ODSP	0.3↑	119	1496	5111	18.6	14.6	11.7	13
-dependent of OW/ODSP		8	420	1302				0
-EI		40	657	2788				<10>
-Other		78	1269	6593				<14>
-Employed		179	2458	11243				<32>
-self employed		14	197	911				<1>
-Crown Ward	0.2↑	1	19	89	0.2	0.2	0.2	1
Goal Path								
-apprenticeship		29	675	2662				<35>
-Employment		180	3129	12139				<37>
-independence		71	1168	5147				<17>
-post-secondary		186	3690	16885				<2>
-secondary school credit		175	1584	6776				12
Top 10 (>10) referred in								
-Other – structured/formal referral	0.7↓	82	1955	7251	12.8	19.1	16.6	<15>
-Informal Word of Mouth/media referral	1.3↑	321	3725	15649	50.1	36.4	35.9	<30>
-OW	0.4↑	88	1062	3898	13.7	10.4	8.9	<8>
-EO LBS Provider	0.9↑	17	623	3148	2.7	6.1	7.2	4
-EO – ES Provider	1.4↑	58	1358	3560	9.0	13.3	8.2	3

Category	%↑ or %↓ from 13/14	Wellington (SDC = 615)	West (Wellington = 6.25% of West)	ON - Anglo(excluding E-Channel)	Waterloo % Comparison WE/West/ON			Diff. in Well. actual #'s from 13/14
-EO – EO Service Provider – Other	0.8↑	26	300	902	4.1	2.9	2.1	2
-ODSP	0.0	0	195	515	0.0	1.9	1.2	0
-EO Apprenticeship Program	0.6↑	25	71	517	3.9	0.7	1.2	1
-Government Training Provincial - Other	0.8↓	4	130	698	0.6	1.3	1.6	<6>
-Other (incl. ILC)	1.5↓	6	97	2672	0.9	0.9	6.1	<11>
Total learners referred in from other agencies (bold)	1.7↑	224	3836	15910	34.9	37.4	36.5	<15>
Top 5 referred out to Other Programs/Services								
-EO LBS Provider	1.7↑	20	257	2068	3.1	2.5	4.7	10
-EO ES Provider	1.7↑	22	577	1819	3.4	5.6	4.2	10
-High school	3.1↑	29	366	1002	4.5	3.6	2.3	19
-GED	1.2↑	8	121	330	1.2	1.2	0.8	8
-Other – structured/formal referral	0.0	0	152	2105	0.0	1.5	4.8	0
-Custom basic plan item	0.0	11			1.7	0	0	<1>
-ILC	1.9↓	0			0.0	0	0	<14>
Total learners referred out to other agencies (bold)	5.9↑	79	1321	5219	12.3	12.9	12.0	33
Referred Out to Community Resources								
Educational/academic services	5.0↑	34	383	1596	5.3	3.7	3.7	32
Financial planning	0.3↑	2	62	248	0.3	0.6	0.6	2
Health/counselling services	0.2↑	1	172	534	0.2	1.7	1.2	1
Custom basic plan item	0.8↑	7	63	126	1.1	0.6	0.3	5
Childcare	0.4↓							<3>
Housing Services	0.0		11			0.1		0
Legal Services	0.3↑	2		86	0.3		0.2	2
Total learners referred out to community resources	6.2↑	46	691	2590	7.2	6.7	5.9	39



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→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=general+office\)](/NOC/English/NOC/2011/QuickSearch.aspx?val65=general+office)

→ Unit Group

Unit Group

1411 General office support workers

General office support workers prepare correspondence, reports, statements and other material, operate office equipment, answer telephones, verify, record and process forms and documents such as contracts and requisitions and perform general clerical duties according to established procedures. They are employed in offices throughout the public and private sectors.

Example Titles

administrative clerk
aircraft records clerk
file and classification clerk
filing clerk
general office worker
medical records clerk
office assistant
office clerk
records filing-system clerk
technical records clerk
ward clerk – hospital
warranty clerk

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=1&val1=1411&val65=general+office\)](#)

Main duties

General office support workers perform some or all of the following duties:

- Prepare correspondence, reports, statements, forms, presentations, applications and other documents from notes or dictaphone
- Respond to telephone, in person or electronic enquiries or forward to appropriate person
- Provide general information to staff, clients and the public regarding company or program rules, regulations and procedures
- Photocopy and collate documents for distribution, mailing and filing

- Sort and file documents according to established filing systems, locate and retrieve documents from files as requested and maintain records of filed and removed materials
- Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases
- Process incoming and outgoing mail, manually or electronically
- Send and receive messages and documents using fax machine or electronic mail
- Assist with administrative procedures such as budget submissions, contracts administration and work schedules
- Maintain inventory of office supplies, order supplies as required and arrange for servicing of office equipment
- May perform basic bookkeeping tasks such as preparing invoices and bank deposits
- May sort, process and verify receipts, expenditures, forms and other documents
- May organize the flow of work for other office support workers.

Employment requirements

- Completion of secondary school is usually required.
- Completion of secondary school or college business or commercial courses is usually required.

Additional information

- Progression to supervisory or office management positions is possible with experience.
- Progression to officer level positions is possible with additional training and experience.

Classified elsewhere

- *Accounting and related clerks* ([1431 \(ProfileQuickSearch.aspx?val=1&val1=1431&val65=general office\)](#))
- *Administrative assistants* ([1241 \(ProfileQuickSearch.aspx?val=1&val1=1241&val65=general office\)](#))
- *Administrative officers* ([1221 \(ProfileQuickSearch.aspx?val=1&val1=1221&val65=general office\)](#))
- *Court clerks* ([1416 \(ProfileQuickSearch.aspx?val=1&val1=1416&val65=general office\)](#))
- *Data entry clerks* ([1422 \(ProfileQuickSearch.aspx?val=1&val1=1422&val65=general office\)](#))
- *Personnel clerks* ([1415 \(ProfileQuickSearch.aspx?val=1&val1=1415&val65=general office\)](#))
- *Receptionists* ([1414 \(ProfileQuickSearch.aspx?val=1&val1=1414&val65=general office\)](#))
- *Records management technicians* ([1253 \(ProfileQuickSearch.aspx?val=1&val1=1253&val65=general office\)](#))
- *Supervisors, general office and administrative support workers* ([1211 \(ProfileQuickSearch.aspx?val=1&val1=1211&val65=general office\)](#))

[Classification Structure - 1 \(Occupations.aspx?val=1\)](#)



Government
of Canada

Gouvernement
du Canada

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→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=general office\)](/NOC/English/NOC/2011/QuickSearch.aspx?val65=general+office)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?](/NOC/English/NOC/2011/ProfileQuickSearch.aspx?)

[val=1&val1=1411&val65=general office\)](#)

→ View All Titles

Results of "View all Titles"

Results: 71

[1411 \(ProfileQuickSearch.aspx?val=1&val1=1411&val65=general+office\)](#)

address forms clerk
 administrative clerk
 aircraft records clerk
 auction clerk
 bill sorter
 board marker, grain quotations
 broadcast clerk
 bus terminal clerk
 card filer
 classification clerk
 classification clerk, records
 clerical assistant
 clerk, aircraft records
 clerk, classification
 clerk, general office
 clerk, meter records
 clerk, records
 clerk, records classification
 clerk, technical records
 clerk-stenographer
 correspondence filing clerk
 course co-ordinator
 credit card authorization clerk
 dietetics office clerk - hospital
 documents clerk
 drawings filing clerk
 file and classification clerk
 file clerk
 filing clerk
 film filing clerk
 float clerk
 general office clerk
 general office worker
 grain quotations board marker
 health information clerk
 health records clerk
 hospital records clerk
 information and records clerk
 junior office clerk
 mail order clerk
 mail order filler
 map clerk
 medical records clerk
 meter records clerk
 municipal office clerk
 office administration clerk
 office assistant
 office clerk
 office machine operator
 operator, office machines
 order transcriber
 plate filing clerk

police station clerk
records classification clerk
records clerk
records filing-system clerk
records management clerk
records support clerk
relief clerk
road clerk
road maintenance clerk
subscription clerk
technical records clerk
ticket preparer - manufacturing
typist
unit clerk
utilities clerk
utility clerk
ward clerk - hospital
warranty clerk
word processor clerk



Job Bank

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> Explore Careers by Essential Skills

Explore Careers by Essential Skills



Employers place a strong emphasis on essential skills in the workplace.

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Each profile contains a list of example tasks that illustrate how each of the 9 essential skill is generally performed by the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

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General Office Clerks (NOC 1411)

General office clerks type and file correspondence, reports, statements and other material, operate office equipment, answer telephones and perform clerical duties of a general nature according to established procedures. They are employed in offices throughout the public and private sectors.

▼ Expand All

▲ Collapse All

Reading

- May read memos regarding new systems, employees, policies and procedures. (1)
- May skim incoming mail to see if they can deal with it, or if it has to be forwarded to another employee. (1)
- May proofread letters, reports and presentations that are being sent out of the office to clients. (2)
- May read minutes from staff meetings to establish a distribution list. (2)
- May read business magazines or other industry-specific material to obtain an overview of developments in their industry. (2)
- May read forms that are relevant to their job, such as letters of credit and completed payroll and billing adjustment forms. (2)
- May refer to computer manuals to learn how to perform certain functions or how to use new software packages. (3)
- May interpret policy statements from management in order to determine how they affect their work. (4)

Document Use

- May look up phone numbers and addresses in phone books and office directories. (1)
- May read labels on supplies, shelves and incoming mail and produce mailing labels for outgoing mail. (1)
- May scan supplier catalogues when preparing purchase orders. (2)
- May read indexes in computer manuals. (2)
- May complete a variety of forms such as supply order forms, courier waybills, bill payments, invoices and fax forms. (2)
- May enter information into work schedules that are in tabular form. (2)
- May complete a retroactive payroll and billing adjustment form when there are discrepancies in cheques. (2)
- May obtain information from graphs and charts in financial reports and modify them to create updated reports. (3)
- May complete daily register sheets and balance sheets. (3)
- May complete accounts payable and accounts receivable reports. (3)
- May interpret original graphs and charts from rough sketches or raw data for inclusion in financial or other reports. (4)

Writing

- May write e-mail messages to supervisors and co-workers. (1)
- Write notes to themselves as reminders and notes to co-workers to clarify instructions or obtain information. (1)
- May write letters to clients regarding overdue accounts and respond to client requests for information. (2)
- Write letters and reports from rough drafts given to them by managers. They organize the information, insert any missing information and make minor revisions. (2)
- May write reports to justify action taken, such as the reasons for calling in security when there was a commotion at the front counter. (2)
- May write contracts and financial reports. These are usually based on the format of previous documents. (3)
- May write the minutes of staff meetings. (3)

Numeracy

Money Math

- May handle the petty cash in the office and pay bills, such as rent and utility bills. (1)
- May accept payments by cash or cheque from clients and issue receipts. (1)
- May prepare invoices and billing reports for clients. (2)
- May complete the payroll ledger by entering the gross salary, calculating and deducting unemployment insurance, Canada pension plan and income tax to find the net salary. (3)

Scheduling, Budgeting & Accounting Math

- May enter receipts and expenses in the bookkeeping system and check the totals by adding and subtracting. (2)
- May balance the daily debits and credits in the accounting records. (2)
- May process purchase orders for office supplies. (2)
- May prepare and monitor weekly work schedules for a number of employees, making

adjustments as required. (3)

Measurement and Calculation Math

- May weigh mail to determine the cost of postage. (1)
- May when preparing complex documents, convert between fractions, decimals and percentages to make precise alignments for footers, margins, headers and columns. (2)

Data Analysis Math

- May make simple comparisons of data, for example, comparing monthly reports. (1)
- May calculate the average volume of various types of work activities over a period of time to establish workload trends. (3)

Numerical Estimation

- May estimate office supply requirements, such as photocopy paper, based on an analysis of past usage and knowledge of planned activities. (1)

Oral Communication

- Interact with other employees, in person or by telephone, to share information about tasks, meetings, deadlines, work methods and the location of various documents. (1)
- Talk to clients, in person or on the phone, and provide them with information. They are often the clients' first contact with the office. (1)
- Interact with couriers to clarify pickup and delivery times. (1)
- May page employees over an intercom system. (1)
- Talk with contractors and suppliers to discuss discrepancies in invoices or to order supplies. (1)
- Receive instructions from supervisors and discuss tasks and priorities with them. (2)
- Maintain contact by phone with managers who are away. They relay essential information to them, including details of emergencies and questions from clients and suppliers which they can't answer. They also clarify situations regarding clients' cases. Miscommunication could result in a loss of time and/or money. (2)

Thinking

Problem Solving

- May have trouble getting tasks completed within a set time frame, such as when a document is held up at the printing office. In that case, they may have to adjust their schedule to make sure they will be ready to give priority to the delayed document as soon as it arrives. (1)
- May notice an error in a document. They contact the individual who produced the document to find out what wording was intended. (1)
- May find discrepancies in the dollar figures when reconciling the accounting ledger. They compare slips and ledger entries to find the error. (1)
- May have mail to clients returned as undeliverable. They check with co-workers or make phone calls to locate a correct address. (1)
- May encounter a malfunctioning computer or photocopier. They try to fix the problem themselves or call a technician. (2)
- May encounter computer crashes when the payroll is due. They consider various options to get pay cheques out on time. (3)

Decision Making

- Decide when to interrupt telephone conversations and put people on hold. (1)
- Decide to whom to refer callers, based on the subject matter and the availability of staff. (1)
- Decide when to schedule appointments or set up meetings to best accommodate participants' schedules. (2)
- Decide the priority of items of correspondence and process them accordingly. (2)
- Decide which software package is best suited for a specific assignment or project. (2)
- Decide what office supplies are needed and when to place the order. (2)

Critical Thinking

Critical Thinking information was not collected for this profile.

Job Task Planning and Organizing

General office clerks organize their own job tasks based on priorities set by their organization. Their tasks are mostly repetitive but are frequently interrupted by phone calls from clients or suppliers or requests from supervisors. They often do work for several managers and need to juggle deadlines to ensure that service is provided to all of them in a balanced way. (2)

Significant Use of Memory

- May remember the individual format and style preferences of all the officers or managers they serve and what letterhead is required for their correspondence.
- May remember a variety of rarely used procedures in the software manual.
- May memorize file codes and safe combinations.
- May memorize established procedures and regulations for processing paperwork efficiently.

Finding Information

- Look up names, addresses, phone numbers and sources for supplies and materials in the white and yellow pages of the phone book or in supplier directories. (1)
- Refer to databases to locate information on clients or companies. (1)
- Obtain financial, legal, medical, security and policy and procedure information by contacting co-workers or departments and checking reference books. (2)
- Use computer manuals for assistance when using computer programs. (2)

Digital Technology

- They type reports, memos and letters. (2)
- They respond to prompts on a screen when looking up information for a client. They then transfer this information to a paper copy for the client. (1) They also enter client information in a database. (2)
- They may enter credits and debits into a computerized accounting system. (2)
- They may send e-mail messages to co-workers and to clients. (2)
- They may prepare charts and graphs for reports using graphics software. (3)
- They produce spreadsheet tables using software such as Lotus. (3)

Additional Information

Other Essential Skills:

Working with Others

General office clerks mainly work independently. They may work as members of a team or with a partner or helper on large tasks, such as the preparation of proposals or when completing tasks with a strict deadline.

Continuous Learning

General office clerks learn about new computer programs, software and applications and must keep up to date on changes in policy and procedures. They may take courses offered by their organization in subjects such as finance.

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)

Date Modified: 2013-09-05



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=retail\)](#) → Unit Group

Unit Group

6421 Retail salespersons

Retail salespersons sell, rent or lease a range of technical and non-technical goods and services directly to consumers. They are employed by stores and other retail businesses, as well as wholesale businesses that sell on a retail basis to the public.

Example Titles

audio equipment salesperson
automobile salesperson
car rental agent
clothing salesperson
computer salesperson – retail
counter clerk – retail
department store clerk
furniture salesperson
hardware store clerk
jewellery salesperson
retail sales associate
retail sales clerk
retail salesperson

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=6&val1=6421&val65=retail\)](#)

Main duties

Retail salespersons perform some or all of the following duties:

- Greet customers and discuss type, quality and quantity of merchandise or services sought for purchase, rental or lease
- Advise customers on use and care of merchandise, and provide advice concerning specialized products or services
- Estimate or quote prices, credit terms, trade-in allowances, warranties and delivery dates
- Prepare merchandise for purchase, rental or lease
- Prepare sales, rental or leasing contracts and accept cash, cheque, credit card or automatic

debit payment

- Assist in display of merchandise
- Maintain sales records for inventory control
- Operate computerized inventory record keeping and re-ordering systems
- May conduct sales transactions through Internet-based electronic commerce.

Retail salespersons may specialize and act as consultants in home entertainment systems, computers and other products and services.

Employment requirements

- Completion of secondary school may be required.
- A university degree or college diploma may be required by some employers.
- Specific subject matter courses or training may be required.
- Demonstrated sales ability and product knowledge are usually required for retail salespersons who sell complex or valuable merchandise, such as automobiles, antiques or computers.

Additional information

- Technical or sales training programs may be provided by employers.
- Progression to retail supervisory positions is possible with additional training or experience.

Classified elsewhere

- *Cashiers* ([6611 \(ProfileQuickSearch.aspx?val=6&val1=6611&val65=retail\)](#))
- Retail stock clerks (in [6622 \(ProfileQuickSearch.aspx?val=6&val1=6622&val65=retail\)](#) *Store shelf stockers, clerks and order fillers*)
- Sales clerk supervisors (in [6211 \(ProfileQuickSearch.aspx?val=6&val1=6211&val65=retail\)](#) *Retail sales supervisors*)

[Classification Structure - 6 \(Occupations.aspx?val=6\)](#)



Government
of Canada

Gouvernement
du Canada

[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=retail\)](#)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=6&val1=6421&val65=retail\)](#)

→ [View All Titles](#)

Results of "View all Titles"

Results: 250

[6421 \(ProfileQuickSearch.aspx?val=6&val1=6421&val65=retail\)](#)

aluminum products salesperson – retail
 aluminum siding salesperson – retail
 appliance salesperson – retail
 art sales consultant – retail
 art salesperson
 audio equipment consultant – retail
 audio equipment salesperson
 audio equipment salesperson – retail
 automobile accessories salesperson – retail
 automobile leasing agent
 automobile leasing representative
 automobile sales representative – retail
 automobile salesperson
 automobile-rental counter representative
 bakery clerk
 bakery counter clerk
 bakery goods sales clerk
 beer store sales clerk
 bicycle salesperson – retail
 boat and marine equipment salesperson – retail
 book salesperson – retail
 book store clerk – retail
 bouquet salesperson
 bridal sales consultant – retail
 building supplies salesperson – retail
 butcher shop clerk
 cable television service salesperson
 cable-TV and pay-TV sales representative
 camera equipment salesperson – retail
 camera salesperson – retail
 car leasing representative
 car rental agent
 car rental clerk
 car sales representative – retail
 car salesperson – retail
 card shop clerk
 car-rental counter representative
 children's clothing sales clerk
 children's wear sales clerk
 children's wear salesperson – retail
 china and crystal salesperson – retail
 clerk, bakery counter
 clerk, deli counter
 clerk, meat counter
 clerk, retail sales
 clock shop clerk
 clothing salesperson
 clothing salesperson – retail
 commissioned salesperson – retail
 compact disc sales clerk
 computer salesperson – retail
 confectionery sales clerk
 convenience store clerk
 corner store clerk

cosmetics salesperson - retail
 counter clerk - retail
 counter clerk, bakery
 counter clerk, deli
 counter clerk, meats
 counter representative, car rental
 custom drapery salesperson - retail
 customer service sales clerk
 deli cook - supermarket
 deli counter clerk - food store
 delicatessen clerk - retail
 delicatessen meat salesperson - retail
 department store clerk
 drapery and upholstery salesperson - retail
 drugstore clerk
 education courses salesperson
 electronics salesperson - retail
 exercise equipment consultant - retail
 fabric salesperson - retail
 film counter clerk
 film rental clerk
 fish market salesperson
 fish shop salesperson
 floor coverings salesperson - retail
 floral arranger - retail
 florist - retail
 florist salesperson
 florist shop salesperson
 food preparer - grocery store
 food store clerk - retail
 footwear salesperson - retail
 framing sales consultant - retail
 fruit seller
 fur salesperson - retail
 furniture and appliances salesperson - retail
 furniture sales consultant - retail
 furniture salesperson
 furniture salesperson - retail
 garden supplies sales clerk
 garments and other textile products sales representative - retail
 gift shop clerk
 greeter, sales
 greeting cards sales clerk
 hardware store clerk
 hardware store clerk - retail
 hearing aid sales consultant - retail
 hearing aid salesperson - retail
 hospital television rental attendant
 house trailer salesperson - retail
 household appliance salesperson - retail
 housewares salesperson - retail
 hunting guns salesperson - retail
 jewellery salesperson
 jewellery salesperson - retail
 kiosk sales clerk
 lawn and garden supplies salesperson - retail
 leasing agent, automobiles
 leasing clerk, storage facility
 leasing representative, automobiles
 leasing representative, motor vehicles - retail
 leather goods salesperson - retail
 lighting appliance salesperson - retail
 lighting salesperson - retail
 liquor store sales clerk
 lottery kiosk clerk
 lottery sales representative - retail
 magazine salesperson - retail
 magazine shop clerk
 meat clerk, supermarket
 meat counter clerk
 memorial salesperson - retail
 men's clothing sales clerk
 men's clothing salesperson - retail
 men's wear sales clerk
 mobile home salesperson - retail
 motor vehicle leasing representative - retail

motor vehicle salesperson – retail
motorcycle salesperson – retail
musical instruments and supplies salesperson – retail
newsstand clerk
office equipment salesperson – retail
orthopedic shoes salesperson – retail
paint salesperson – retail
pastry sales clerk
personal computer salesperson – retail
pet store salesperson
pharmacy clerk
photographic equipment and supplies salesperson – retail
photographic studio clerk
picture framing consultant – retail
record shop sales clerk
record shop salesperson
record store sales clerk
record store salesperson
recreational equipment rental-shop attendant
recreational equipment salesperson – retail
rental agent – retail
rental clerk – retail
rental clerk, storage space
rental counter representative
rental-shop attendant, sporting goods
representative, car-rental counter
retail sales associate
retail sales clerk
retail sales representative
retail salesperson
sales and rental clerk
sales assistant
sales associate
sales associate – retail
sales clerk
sales consultant – retail
sales greeter
sales order clerk
sales promotion clerk
sales representative – retail
sales representative, automobiles – retail
sales representative, cable television service
sales representative, car – retail
sales representative, garments and other textile products – retail
salesperson – retail
salesperson, aluminum products – retail
salesperson, automobile accessories – retail
salesperson, boats and marine equipment – retail
salesperson, books – retail
salesperson, building supplies – retail
salesperson, china and crystal – retail
salesperson, cosmetics – retail
salesperson, drapery and upholstery – retail
salesperson, education courses
salesperson, fish shop
salesperson, floor coverings – retail
salesperson, florist shop
salesperson, footwear – retail
salesperson, furniture and appliances – retail
salesperson, hardware – retail
salesperson, hearing aids – retail
salesperson, hobby shop
salesperson, house trailers – retail
salesperson, housewares – retail
salesperson, jewellery – retail
salesperson, lighting appliances – retail
salesperson, memorial – retail
salesperson, motor vehicles – retail
salesperson, musical instruments and supplies – retail
salesperson, orthopedic shoes – retail
salesperson, photographic equipment and supplies – retail
salesperson, sewing machines – retail
salesperson, sporting goods – retail
salesperson, tires – retail
salesperson, toy store
salesperson, training courses

salesperson, used cars – retail
salesperson, video equipment – retail
salesperson, wearing apparel – retail
salesperson, yard goods – retail
scrap metal salesperson
seafood counter clerk
seafood sales clerk
seafood sales clerk – retail
sewing machine salesperson – retail
shoe salesperson – retail
shop clerk
silverware salesperson – retail
skate shop attendant
ski shop retail clerk
smoke shop clerk
sporting goods rental-shop attendant
sporting goods salesperson – retail
storage facility rental clerk
store clerk
telephone equipment salesperson – retail
television cable service salesperson
television salesperson – retail
tire salesperson – retail
tobacco product clerk
tobacco shop clerk
tool and equipment rental clerk
toy store salesperson
training course salesperson
travelling salesperson – retail
truck leasing representative
truck rental clerk
truck salesperson
upholstery and furniture repair salesperson
used-car salesperson – retail
video equipment salesperson – retail
video rental clerk
wallpaper salesperson – retail
watch sales clerk
watch salesperson – retail
wearing apparel salesperson – retail
wine store sales clerk
women's clothing sales clerk
women's wear sales clerk
yard goods salesperson – retail



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Retail Sales Associates (NOC 6421)

Retail sales associates are a subgroup of retail salespersons and sales clerks. Retail sales associates sell or rent a range of goods and services in stores and other retail businesses, and in wholesale businesses that sell on a retail basis to the general public.

Expand All

Collapse All

Reading

- Read logbook entries and short notes from co-workers and supervisors, e.g. read comments in daily log books about outstanding work, special orders, supply deliveries and items set aside for customer pick-up. (1)
- Scan instructions in checklists for correct procedures to complete tasks, e.g. scan checklists for housekeeping, stocking merchandise and creating displays. (1)
- Read brief memos and email messages from supervisors, co-workers and colleagues, e.g. read email messages from supervisors to learn about new procedures, upcoming health and safety inspections and featured sale items. (2)
- May read descriptions and preparation instructions for items, such as gift baskets and balloon arrangements. (2)
- Read a variety of company procedures, e.g. read procedures to learn about store opening and closing procedures, acceptable dress codes and proper conduct. (2)
- Read product knowledge pamphlets, articles and newsletters provided by employers and suppliers to enhance their knowledge about product lines and enable them to answer customers' questions. (2)
- Read memos and bulletins, e.g. read memos to understand storage, labeling and

- packaging procedures for chemicals, food and dangerous goods. (2)
- Read brief reports about store and department performance, e.g. read safety and mystery shopper summary reports to learn about sales performance and areas for customer service and sales improvements. (2)
- Read product warranties and related notices concerning limitations to manufacturer liability. (3)
- Read employers' policy and procedure manuals, e.g. read cashier manuals to understand cash register functions, such as price reductions, and read manuals relating to operations, suppliers and computer programs. (3)

Document Use

- Scan daily and weekly job schedules to locate their work shifts. (1)
- Use icons on computerized cash register screens to complete sales transactions. (1)
- Scan brief text entries on labels and signs, e.g. locate prices, codes, model numbers, product descriptions and care instructions on product labels. (1)
- May enter data into label templates, e.g. complete product labels and signs by entering prices and product data. (1)
- Review weekly flyers and featured sales items lists to learn about weekly specials and verify that prices displayed on cash registers match list prices. (1)
- Locate data in forms, e.g. locate customer delivery due dates, product quantities, codes and descriptions, payment details and special instructions in invoices and customer rental and order forms. (2)
- Locate data in lists and tables, e.g. locate stock quantities, descriptions and the Universal Product Code (UPC) in supplier invoices and inventory sheets. (2)
- Complete order, tracking and quality control forms, e.g. complete return and repair forms by entering dates, reasons, product codes and descriptions. (2)
- Scan a variety of graphical displays, e.g. locate daily, weekly and monthly data for categories, such as customer complaints and compliments, personal sales, department sales and safety incidences. (3)
- May locate merchandising and arrangement data and details in diagrams that show how display areas are to be set up, including dimensions and set-up descriptions. (3)

Writing

- Write brief notes, e.g. write comments in daily logbook to record customer comments about products, note items put aside for customers, list outstanding tasks and note low inventory. (1)
- Write entries in a variety of forms, e.g. describe customer details and preferences, such as wrapping and gift basket instructions, on order forms. (2)
- Write email messages to co-workers, supervisors and customers, e.g. write email to answer customer questions about products and to provide updates on back-ordered and shipped items. (2)

Numeracy

- May measure products, such as pieces of plywood, yards of material or dimensions. (1)
- Prepare customer invoices and complete cash sales. They total customers' bills for products, calculate taxes, take payments and give change. In addition, they may

calculate discounts and currency exchange. (2)

- May calculate the total cost for multiple items in a purchase, such as a variety of building products, by calculating quantities of items and totaling costs. (2)
- May calculate quantities, such as quantities of drapery material required to cover windows of specific dimensions, taking into account drapery fullness required by customers. (2)
- May analyze sales data in order to examine purchasing trends and make purchasing recommendations, e.g. calculate average daily, weekly and seasonal sales. They use the data to identify popular items. (2)
- Estimate times required to prepare orders so they can plan daily schedules and provide customers with shipping or pick-up dates. They depend on their experience with similar tasks and typical customer volumes to schedule activities and estimate delivery dates. (2)

Oral Communication

- Discuss work tasks with co-workers, e.g. speak with co-workers to discuss job assignments and integrate tasks. (1)
- Speak with co-workers, supervisors and supplier representatives to enquire about products with which they are unfamiliar. (2)
- Discuss job assignments with supervisors, e.g. discuss product deliveries to determine where and how to create space and set up displays. (2)
- Receive instruction from co-workers and supervisors about completing tasks, such as floor displays and packaging products. (2)
- Discuss orders and share information with suppliers, e.g. interact with suppliers to order products, discuss damaged goods or errors in shipments and share information about products. (2)
- Participate in staff meetings, e.g. participate in staff meetings to learn about new products, receive instructions for implementing new procedures, discuss how to improve customer service and practice "up-selling" techniques. (2)
- Chat with customers to build rapport and provide service to make sales and build repeat business. (2)
- Discuss purchases with customers, e.g. discourage customers from purchasing items that are not appropriate for them using tact and good listening and communication skills. (3)
- Interact with customers who are unhappy with products. They ensure customer satisfaction by listening to complaints and finding appropriate solutions, such as providing refunds, exchanges and credits. (3)

Thinking

- Encounter customers who are unhappy about products purchased and not satisfied with options, such as refunds, replacements and future discounts offered. They refer customers to their supervisors. (1)
- Face product shortages, e.g. advertised specials do not arrive. They inform supervisors about the shortage. They phone suppliers to discuss delivery dates for products. They inform customers about shortages, dates when items will be available and offer rain cheque coupons. (1)
- Choose whether to reject damaged products from suppliers. They consider the extent and type of damage. (1)
- Evaluate the quality of products when receiving shipments and maintaining in-store stock. They visually inspect them for signs of damage, defects and missing parts. They evaluate what to report as defective or damaged. (1)
- Find there are not enough supplies to complete orders. They may call suppliers and other

stores to locate and order items. They offer alternative products if they are unable to get supplies when needed. (2)

- Observe suspicious behaviour by a customer. They either call loss-prevention personnel or stay close to shoppers to prevent thefts from taking place. (2)
- Receive complaints about products from customers. They ask questions to understand problems. They ask how products were used, cleaned and handled. They offer replacements or discounts on future purchases and provide care instructions to prevent future problems. (2)
- Choose discount amounts, e.g. choose to give customers discounts for end-of-line and damaged products. Their decisions must balance pleasing the customer while making the sale without too great a discount. (2)
- Select order of tasks. Notes and instructions from supervisors guide them but customer volumes and order deadlines are critical factors. (2)
- Choose to make refunds and offer exchanges. They consider whether customers have original receipts and other factors, such as reason for the return, visible wear, damage and date of purchase. (2)
- May choose which items to feature in displays. They consider display plans but also take into account amount of stock, purchasing trends and time needed to prepare displays. They review past sales statistics to identify similarities with previous best sellers and recall customer comments about displays used in the past. (2)
- Evaluate the suitability of products to make recommendations to customers. They use their technical knowledge to assess quality and how colours and textures combine to enhance each other. They use other criteria, such as customers' specifications, budget and preferences. (2)
- May evaluate the visual appeal of merchandising displays. They use aesthetic criteria, such as colour blends, shape and form, to judge the appeal of display racks and shelves. (2)
- May evaluate the suitability of products to stock. They consider the number of requests, volume of sales for other similar items, reviews of latest products and design trends. They use their evaluations to make product recommendations to supervisors and managers. (2)
- Respond to customers' enquires and orders while completing daily housekeeping and merchandising tasks. Changing priorities, such as requests for deliveries, arrival of stock and lack of space, sometimes complicates their daily job task planning. (2)
- May locate information about benefits, pay and overtime by reading union agreements, information pamphlets and by speaking with human resources staff and shop stewards. (2)
- Find information about products by scanning technical books, manufacturer brochures, supplier catalogues, speaking with co-workers and supervisors and reading fact sheets and articles. (3)

Digital Technology

- Operate hand-held devices, such as laser radio terminals to scan bar codes, enter information using small keyboards and transmit data to online databases. (1)
- May use word processing software to write letters or prepare quotations to customers. (2)
- Use database software, e.g. enter data to update customer and supplier records and to run queries to locate customer names, addresses and product information. (2)
- May use databases to retrieve data, such as inventory levels, product numbers, descriptions and prices. (2)
- May use communication software, e.g. send and receive email and attachments using intranets and the Internet. (2)
- May use the Internet, e.g. search for information on suppliers' websites about products their stores carry. (2)
- May use the Internet to access training courses and seminars offered by suppliers, employers and trainers. (2)

- Use computerized cash registers to scan items, enter amounts and codes, and process electronic payments, such as debits and credit card transactions. (2)

Additional Information

Working with Others

Retail sales associates work independently during slower shifts. They coordinate and integrate tasks with co-workers to share resources and complete tasks. They work with co-workers to receive shipments, restock and prepare displays and customer orders. They attend staff meetings to share ideas and to solve specific issues, such as health and safety breaches, low sales and theft.

Continuous Learning

Retail sales associates learn through their daily work experiences. They learn by observing co-workers, reading product magazines and articles and viewing computer and video-based training modules provided by suppliers and their employers. They may participate in training programs provided by their employers and unions covering topics, such as the Workplace Hazardous Material Information System (WHMIS), customer service, product knowledge, safe food handling and first aid.

Impact of Digital Technology

All essential skills are affected by the introduction of technology in the workplace. Retail sales associates' ability to adapt to new technologies is strongly related to their skill levels across the essential skills, including reading, writing, thinking and communication skills. Technologies are transforming the ways in which workers obtain, process and communicate information, and the types of skills needed to perform in their jobs. For example, with calculators and point-of-sale equipment, retail sales associates do not have to manually calculate bills or determine the amount of change to provide on cash transactions; however, they do require basic computer skills. Use of electronic point-of-sale equipment and laser radio terminals is now commonplace throughout retail establishments: tasks previously done manually, such as entering dates, times and amounts into bills, are completed with speed and accuracy using this equipment. Retail sales associates commonly enter information using small keyboards; transmit data to online databases; use computerized cash registers to scan items, enter amounts and codes, and process electronic payments; and use databases to retrieve data, such as inventory levels, product numbers, descriptions and prices. Digital technologies also provide workers with tools, such as cellular telephones, that increase opportunities for verbal interaction. For example, they may call to confirm appointments and orders with customers and providers.

Technology in the workplace further affects the complexity of tasks related to the essential skills required for this occupation. For example, workers need the skills to use increasingly complex software applications. At the same time, software and hardware developers are improving ease of use for workers through touch-screen technology, built-in self-help tutorials and more user-friendly software applications. Workers also have the opportunity to develop their communication skills and acquire knowledge by using videos, videoconferencing, DVDs, multi-media and Web-based applications.

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=material\)](#)

→ [Unit Group](#)

Unit Group

7452 Material handlers

This unit group includes workers who handle, move, load and unload materials by hand or using a variety of material handling equipment. They are employed by transportation, storage and moving companies, and by a variety of manufacturing and processing companies and retail and wholesale warehouses.

Example Titles

bin filler
coal handler
conveyor console operator
forklift truck operator
freight handler (except air transport)
furniture mover
lumber piler – building supplies
material handler
railway car loader
stockpiler
storage worker – material handling
truck loader
warehouseman/woman

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=7&val1=7452&val65=material\)](#)

Main duties

Material handlers (manual) perform some or all of the following duties:

- Load, unload and move products and materials by hand or using basic material handling equipment
- Move household appliances and furniture onto and off moving trucks or vans
- Perform other material handling activities such as counting, weighing, sorting, packing and unpacking.

- Material handlers (equipment operators) perform some or all of the following duties:
- Operate winches and other loading devices to load and unload materials onto and off trucks, railway cars and loading docks of warehouses and industrial establishments
 - Operate industrial trucks, tractors, loaders and other equipment to transport materials to and from transportation vehicles and loading docks and to store and retrieve materials in warehouses
 - Connect hoses or pipes and operate equipment to load and unload liquid petroleum, chemical or other products into or from tank cars, tank trucks or storage tanks
 - Operate equipment to dump materials such as coal, ore and grain into or to remove materials from railway cars, trucks or other vehicles
 - Operate conveyors and equipment to transfer grain or other materials from transportation vehicles to elevators, bins or other storage areas
 - May perform other activities, such as opening containers and crates, filling warehouse orders, assisting in taking inventory and weighing and checking materials.

Employment requirements

- Some secondary school education may be required.
- Physical strength is required for manual material handlers who work with heavy materials.

Classified elsewhere

- Freight attendants (in [7534 \(ProfileQuickSearch.aspx?val=7&val1=7534&val65=material\)](#) *Air transport ramp attendants*)
- Heavy equipment operators (except crane) ([7521 \(ProfileQuickSearch.aspx?val=7&val1=7521&val65=material\)](#))
- Longshore workers ([7451 \(ProfileQuickSearch.aspx?val=7&val1=7451&val65=material\)](#))
- Mover helpers (in [7622 \(ProfileQuickSearch.aspx?val=7&val1=7622&val65=material\)](#) *Railway and motor transport labourers*)
- Storekeepers and partspersons ([1522 \(ProfileQuickSearch.aspx?val=1&val1=1522&val65=material\)](#))
- Supervisors of material handlers (in [7302 \(ProfileQuickSearch.aspx?val=7&val1=7302&val65=material\)](#) *Contractors and supervisors, heavy equipment operator crews*)
- Warehouse supervisors (in [1215 \(ProfileQuickSearch.aspx?val=1&val1=1215&val65=material\)](#) *Supervisors, supply chain, tracking and scheduling coordination occupations*)

[Classification Structure - 7 \(Occupations.aspx?val=7\)](#)



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→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=material\)](#)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7452&val65=material\)](#)

→ [View All Titles](#)

Results of "View all Titles"

Results: 177

[7452 \(ProfileQuickSearch.aspx?val=7&val1=7452&val65=material\)](#)

ash handler
 attendant, used building materials yard
 automated storage and retrieval system operator
 automatic pallet equipment operator
 bandoleer packer - explosives manufacturing
 belt conveyor attendant
 beltman/woman
 bin attendant
 bin filler
 binman/woman
 box bander
 box filler
 boxcar loader
 bucket elevator operator
 bulk materials carrier operator
 bulk materials loader operator
 bulk materials unloader
 bundler, hand
 car loader, railway
 carrier operator, bulk materials
 cement loader and sacker
 coal conveyor operator
 coal conveyor operator - surface mining
 coal dumper
 coal handler
 coal loader-unloader
 coal wheeler
 coal-moving equipment operator
 conveyor belt attendant
 conveyor belt operator (except underground mines)
 conveyor belt patroller-controller
 conveyor console operator
 conveyor operator - material handling (except underground mines)
 conveyor operator, grain
 conveyor tender - material handling (except underground mines)
 cribber - grain elevator
 disposal worker - warehouse
 dockman/woman - truck transport
 dumper - material handling
 dumper - surface coal mining
 electric dolly operator
 electric mule operator
 electric truck operator
 explosives handler
 explosives packer
 express service handler (except air transport)
 fats and oils loader
 feed mill loader
 forklift operator
 forklift truck operator
 freight car loader
 freight car unloader

freight handler (except air transport)
freight loader (except air transport)
freight unloader (except air transport)
furniture loader-unloader
furniture mover
glass cut-off machine unloader
grain conveyor operator
grain handler
grain weigher
hand bagger - material handling
hand bundler
hand packager
hand packer, sacks - material handling
hand sacker - material handling
hand truck operator
handler, explosives
handler, freight (except air transport)
handler, grain
handler, heavy materials
handler, light materials
handler, materials
handler, materials - manufacturing and warehousing
handler, recycled paper
heavy materials handler
helper, stock
helper, stock-keeper
helper, warehouse keeper
household goods mover
industrial truck operator
jack lift operator
jigger operator, supermarket
jitney driver - material handling
labourer - material handling
labourer - warehousing and storage
lift driver
lift jack operator
lift scoop operator
lift truck operator
light materials handler
liquids loader-unloader
loader operator, bulk materials
loader, fats and oils
loader, freight (except air transport)
loader, railway car
loader, ready-mix trucks
loader, tank trucks
loader, trucks
loader-unloader - material handling
loader-unloader, furniture
loader-unloader, liquids
lumber handler - building supplies
lumber piler - building supplies
lumber stocker - material handling
lumber unloader - material handling
malthouse worker
material handler
material handler - manufacturing and warehousing
Mobilift operator
munitions handler
operator, coal-moving equipment
operator, conveyor - material handling (except underground mines)
operator, conveyor belt (except underground mines)
operator, forklift
operator, forklift truck
operator, grain conveyor
operator, hand truck
operator, lift truck
operator, pallet lift
operator, pallet truck
operator, reach truck
operator, stacker - material handling
operator, straddle carrier
operator, straddle truck
operator, tier lift truck
package lift operator
packer - material handling

pallet lift operator
pallet loader operator
pallet truck operator
palletizer operator
paper wrapper – material handling
pick-up machine operator
piler – material handling
piler (except processing)
pole distributor operator
pole stacker operator
power truck driver – material handling
railway car loader
reach truck operator
ready-mix truck loader
recycled paper handler
sack packer, hand – material handling
shingle piler – material handling
shipment assembler
skidder – fruit packing
stacker – material handling
stacker operator – material handling
stacking machine operator – material handling
stacking machine tender – material handling
stock helper
stock-keeper helper
stockpiler
storage man/woman
storage worker – material handling
straddle carrier operator
straddle truck operator
supermarket jigger operator
tank truck loader
tender, conveyor – material handling (except underground mines)
tender, stacking machine – material handling
tier lift truck operator
tipman/woman – surface coal mining
tow motor driver (except air transport)
truck load weigher
truck loader
unloader, glass cut-off machine
used building materials yard attendant
van loader
warehouse keeper helper
warehouse worker – material handling
warehouseman/woman
warehouseperson
weigher, truck loads
wrapper, paper – material handling
yard attendant, used building materials



Job Bank

Home

> Explore Careers by Skills & Knowledge

> Explore Careers by Essential Skills

Explore Careers by Essential Skills



Employers place a strong emphasis on essential skills in the workplace.

Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.

Each profile contains a list of example tasks that illustrate how each of the 9 essential skill is generally performed by the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

How Essential Skills Profiles can help you!

The essential skills profiles can:

- Help determine, based on skill sets, which career may best suit a particular individual.
- Assist job seekers to write a résumé or prepare for a job interview.
- Help employers to create a job posting.

Material Handlers (NOC 7452)

This unit group includes workers who handle, move, load and unload materials by hand or by using a variety of material handling equipment. They are employed by transportation, storage and moving companies, and by a variety of manufacturing and processing companies and retail and wholesale warehouses.

▼ Expand All

▲ Collapse All

Reading

- Read notes from co-workers about special orders. (1)
- Read memos from supervisors with instructions for handling customer inquiries or advice on safety in the workplace. (2)
- Read the standard operating procedures of the company. (3)
- Refer to manuals with information on the storage and handling of dangerous goods. (3)

Document Use

- Read product labels on cartons. (1)
- Read warning and direction signs posted in the warehouse. (1)
- Complete forms, such as weekly inventory sheets. (1)
- Obtain information about furniture placement or drop-off locations from sketches drawn by

customers. (1)

- Read forms, such as invoices, parts order forms, packing slips and bills of lading. (2)
- Read work schedules. (2)
- Enter numbers and codes on loading sheets, in tabular format. (2)
- Refer to charts, such as weight charts which indicate what weights forklifts can lift. (2)
- Refer to road maps or industrial site maps to find delivery locations. (2)
- Refer to assembly drawings to perform minor machine repairs or to assemble furniture pieces. (3)
- Refer to schematic drawings, such as the air brake system for the truck. (3)

Writing

- Write notes to supervisors about shortages of materials. (1)
- Write shipping labels on crates and record codes on loading charts. (1)
- Complete activity logs to record tasks completed during the shift and any problems which occurred. (1)
- Write notes to themselves as reminders of tasks to be done. (1)
- Complete forms to record reasons for not accepting a shipment and noting conditions which need to be met for acceptance. (1)
- May write memos to supervisors to document problems, such as receiving damaged products. (2)

Numeracy

Money Math

- May calculate invoices and accept cash, cheque or credit card payments from customers. (1)

Scheduling, Budgeting & Accounting Math

- May schedule product shipments, considering the time required for travel and for loading and unloading. (2)

Measurement and Calculation Math

- May measure wood for crate construction. (1)
- May convert board measure to linear feet. (2)
- May measure the length, width and height of a truck trailer and the length, width and height of filled pallets to find out how many pallets of products can fit in the trailer. (3)

Numerical Estimation

- Estimate the weight of products on pallets to decide whether they can be lifted by the forklift. (1)
- Estimate the length of time it will take to load and unload trucks. (2)

Oral Communication

- Talk to customers to get pickup and delivery instructions. (1)
- Communicate with suppliers to confirm details, such as purchase order numbers. (1)

- Interact with co-workers to co-ordinate tasks and to discuss how to move heavy objects. (1)
- Interact with supervisors to discuss problems, such as damaged shipments or shortages in orders. (2)
- May talk to mechanics about problems with the operation of trucks or forklifts. (2)

Thinking

Problem Solving

- May be unable to find goods which were stored by customers. They organize a search, focusing on the date of original storage and the inventory listing to pinpoint where the articles may be. (1)
- May find that articles for delivery will not fit into stairwells or elevators. They may have to take articles apart and reassemble them in their new location. (2)
- May be informed by a customer that an article has not been sent, even though the invoice indicates it was sent. They trace paperwork such as order forms, bills of lading and shipping records to verify that an error has been made. (2)
- May find that deliveries leaving the warehouse are backlogged. They call customers to advise them of delays and to 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. (3)

Decision Making

- Decide how to store items in the most efficient way. (2)
- Decide how to position a load so its weight will be distributed properly. (2)
- Decide where to position storage goods in the warehouse, based on whether the storage is for a 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. (2)
- Decide whether to unload a shipment which has arrived damaged or whether to refuse the load until an investigation has been conducted. (2)
- Decide the sequence of deliveries, based on the urgency of the orders and the distances between destinations. (3)

Critical Thinking

Critical Thinking information was not collected for this profile.

Job Task Planning and Organizing

Material handlers receive assignments from supervisors at the beginning of each shift and plan how best to sequence tasks to meet deadlines. They may have to adjust these plans if new loads arrive from suppliers sooner than expected. Despite the need to make such adjustments, most activities are routine and follow established procedures. Some liaison with co-workers is needed to co-ordinate the movement of goods into and out of the warehouse. (2)

Significant Use of Memory

- Remember where numerous items can be found in the warehouse.
- Remember the addresses of customers to whom there are repeat deliveries.
- Remember for a short period of time what items were sent out, in order to respond to queries from supervisors.
- May memorize stock numbers and prices of commonly stocked items.

Finding Information

- Refer to customer lists and telephone directories to contact customers. (1)
- Use maps to locate streets where loads are to be delivered. (1)
- Use catalogues, product lists and computer databases to locate information on products, such as stock numbers. (2)
- Consult co-workers, supervisors and suppliers to find out when loads are coming in. (2)

Digital Technology

- Use computer-operated machinery. For example, they may print delivery slips using computerized printers. This involves making simple entries into pre-formatted programs. (1)
- They may get information about changes in stock through a product database. (2)
- They may enter invoicing information. (2)

Additional Information

Other Essential Skills:

Working with Others

Material handlers often work with a partner, although they may work alone or independently. Partnering is important when moving heavy materials or when trying to load or unload trucks quickly. Workers use a team approach to getting materials ready so that they may be moved out efficiently.

Continuous Learning

Material handlers mostly learn on the job. They may receive training in first aid or the safe use of forklifts.

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)

Date Modified: 2013-09-05



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=truck\)](#) → Unit Group

Unit Group

7511 Transport truck drivers

Transport truck drivers operate heavy trucks to transport goods and materials over urban, interurban, provincial and international routes. They are employed by transportation, manufacturing, distribution and moving companies, and trucking employment service agencies, or they may be self-employed. This unit group also includes drivers of special purpose trucks and shunters who move trailers to and from loading docks within trucking yards or lots.

Example Titles

bulk goods truck driver
dump truck driver
flatbed truck driver
logging truck driver
long haul truck driver
moving van driver
shunt truck driver
tow truck driver
transport driver
truck driver
truck driver, heavy truck
truck driver, tractor-trailer

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=7&val1=7511&val65=truck\)](#)

Main duties

Long-haul transport truck drivers perform some or all of the following duties:

- Operate and drive primarily tractor-trailer, long-combination vehicle and straight-body trucks weighing over 4500 kg to transport goods and materials over long distances
- Plan trip logistics and obtain required documentation to transport goods
- Perform pre-trip, en route and post-trip inspection of vehicle systems, equipment and accessories such as tires, lights and turning signals, brakes and cold storage
- Ensure cargo is secured properly in accordance with safety requirements and follow safety

procedures for transporting dangerous goods

- Obtain special permits and other documents required to transport cargo on international routes
- Record cargo information, hours of service, distance travelled and fuel consumption
- Administer bills of lading and manually or electronically maintain log books
- Communicate with dispatcher, other drivers and customers using communication devices and on-board computers
- May perform emergency roadside repairs
- May drive as part of a two-person team or convoy
- May transport hazardous products or dangerous goods.

Short-haul and local transport truck drivers perform some or all of the following duties:

- Operate and drive primarily straight trucks to transport goods and materials mainly on local routes and short inter-urban routes
- Perform pre-trip, en route and post-trip inspection and oversee all aspects of vehicle such as condition of equipment, and loading and unloading of cargo
- May drive special purpose trucks such as tow trucks, dump trucks, hydrovac trucks or cement mixing trucks.

Employment requirements

- Completion of secondary school is usually required.
- On-the-job-training is provided.
- Completion of an accredited driver training course of up to three months duration, through a vocational school or community college, may be required.
- A Class 3 or D licence is required to drive straight-body trucks.
- A Class 1 or A licence is required to drive long combination vehicles.
- Air brake endorsement (Z) is required for drivers who operate vehicles equipped with air brakes.
- Transportation of dangerous goods (TDG) certification is required for drivers who transport hazardous products or dangerous goods.
- Additional licensing endorsement or certification may be required to drive articulated trucks.

Additional information

- Progression to supervisory positions or to non-driving occupations, such as driver trainer, safety officer or truck dispatcher is possible with additional training or experience.

Classified elsewhere

- Drivers of light trucks (in [7514 \(ProfileQuickSearch.aspx?val=7&val1=7514&val65=truck\)](http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7514&val65=truck) *Delivery and courier service drivers*)
- Snowplough and garbage truck drivers (in [7522 \(ProfileQuickSearch.aspx?val=7&val1=7522&val65=truck\)](http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7522&val65=truck) *Public works maintenance equipment operators and related workers*)
- Supervisors, motor transport and other ground transit operators ([7305](http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7305))

(ProfileQuickSearch.aspx?val=7&val1=7305&val65=truck)

- Truck dispatchers (in 1525 (ProfileQuickSearch.aspx?val=1&val1=1525&val65=truck)
Dispatchers)
- Truck driver helpers (in 7622 (ProfileQuickSearch.aspx?val=7&val1=7622&val65=truck)
Railway and motor transport labourers)
- Truck driver trainers (in 4021 (ProfileQuickSearch.aspx?val=4&val1=4021&val65=truck)
College and other vocational instructors)

Classification Structure - 7 (Occupations.aspx?val=7)



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[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=truck\)](#)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=7&val1=7511&val65=truck\)](#)

→ [View All Titles](#)

Results of "View all Titles"

Results: 85

[7511 \(ProfileQuickSearch.aspx?val=7&val1=7511&val65=truck\)](#)

automobile carrier driver
 automobile transport driver
 bulk goods truck driver
 bulk milk truck driver
 cement truck driver - construction
 coal hauler (except underground mining)
 driver, bulk milk truck
 driver, dump truck
 driver, explosives truck
 driver, gravel truck
 driver, heavy truck
 driver, line-haul
 driver, logging truck
 driver, long haul
 driver, low-bed semi-trailer
 driver, mobile concrete mixer
 driver, ready-mix - construction
 driver, ready-mix truck
 driver, tow truck
 driver, transport
 driver, truck
 driver, truck-trailer
 dump truck driver
 dumpster truck driver
 explosives truck driver
 flatbed truck driver
 freight truck driver
 fuel oil truck driver
 gasoline truck operator
 gravel hauler
 gravel truck driver
 hauler, gravel
 heavy truck driver
 hydrovac truck operator
 LCV (long combination vehicule) driver
 line-haul driver
 liquid fertilizer truck driver
 log hauler
 log truck driver
 logging truck driver
 long combination vehicule (LCV) driver
 long distance truck driver
 long haul driver
 long haul driver, groceries
 long haul tractor-trailer driver
 long haul truck driver
 low-bed semi-trailer driver
 mobile cement mixer driver
 mobile concrete mixer driver
 moving truck driver
 moving van driver
 muskeg tractor operator
 oil transport driver
 operator, gasoline truck

operator, truck
ready-mix driver - construction
ready-mix truck driver
short haul truck driver
shunt truck driver
shunter - trucking
shunter truck driver
tank truck driver
tow truck driver
tractor-trailer driver, long haul
tractor-trailer truck driver
transport driver
truck driver
truck driver, bulk milk
truck driver, cement - construction
truck driver, dangerous goods
truck driver, explosives
truck driver, flatbed
truck driver, freight
truck driver, heavy truck
truck driver, liquid fertilizer
truck driver, long distance
truck driver, long haul
truck driver, ready-mix
truck driver, tractor-trailer
truck driver, truck-trailer
truck mixer driver - construction
truck operator
truck owner operator
trucker
truck-trailer driver

Job Bank

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> Explore Careers by Skills & Knowledge

> Explore Careers by Essential Skills

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Truck Drivers (NOC 7411)

Truck drivers operate heavy trucks to transport goods and materials over urban, interurban, provincial and international routes.

Expand All

Collapse All

Reading

- Read instructions and other short text in log books and on labels and packaging, e.g. read about electrical shock hazards on labels affixed to batteries. (1)
- Read short notes from co-workers, e.g. read messages from dispatchers to learn about load drop-off locations. (1)
- Read Material Safety Data Sheets (MSDS) to learn how to safely handle hazardous materials they are transporting. (2)
- Read bulletins, memos and guidelines, e.g. read bulletins to learn about changes to operating procedures and read guidelines to learn about border crossing procedures and requirements for security clearances. (2)
- May read magazines and website articles, e.g. read trade magazines to broaden their knowledge of the trucking industry and stay current on new equipment and regulations. (3)
- Read a variety of manuals and handbooks, e.g. read user manuals to learn how to operate vehicle systems and diagnose, troubleshoot and repair equipment faults. (3)
- May read contracts, e.g. read contracts to learn about hourly tariffs, insurance requirements, load details and the responsibilities of carriers and customers. (4)
- May read regulations, e.g. read regulations governing items, such as the transportation of

dangerous goods, curfews, towing and requirements for pilot cars. (4)

Document Use

- Locate data, such as speed limits and grades, on road signs. (1)
- Complete a variety of checklists, e.g. complete pre-trip and post-trip vehicle safety inspection checklists to record the operating condition of trucks. (1)
- Scan digital and paper-based roadmaps to determine driving routes and distances. (2)
- Locate data in a variety of tables, e.g. scan fuel tables to determine fuel consumption rates. (2)
- Enter data into a variety of forms, e.g. enter data, such as dates, times, locations, durations and quantities, into payroll forms, manifests and bills of lading. (2)
- Locate information, such as telephone numbers, hours of operation and locations, in dealer directories. (2)
- Complete drivers' daily log books by entering data such as odometer readings, dates, distances, cycles, load numbers, weights, locations, driving times, rest periods and hours of service. (3)
- May scan assembly drawings, e.g. scan assembly drawings to determine the location of hoses, couplings and fittings. (3)
- May study schematic drawings, e.g. scan wiring schematics to determine the location of fuses and to troubleshoot faults. (3)
- May complete complex forms, e.g. complete daily vehicle inspection reports and U.S. customs forms by checking boxes and entering data, such as identification numbers, security clearances, dates, times, weights, durations and addresses. (3)

Writing

- Write short comments on a variety of forms, e.g. write descriptions of equipment faults on vehicle inspection forms. (1)
- Write reminder notes to co-workers, e.g. write notes to warn drivers about faulty equipment. (1)
- Write longer text entries in forms, such as logbooks, e.g. write logbook entries to describe unusual events that occur during trips. (2)
- May write reports, e.g. write detailed descriptions of accidents for use by insurance adjusters and police. (3)

Numeracy

- May receive cash, credit and debit card payments for cash-on-delivery (COD) and make change. (1)
- Record expenses incurred during travel against categories of budgets. (1)
- Take a variety of measurements using basic tools, e.g. measure the width of loads using tape measures. (1)
- Compare readings of electrical energy, temperature and pressure to operating norms. (1)
- May calculate fees by multiplying distances traveled by per-kilometre rates. (2)
- Calculate expenses by adding the cost of meals, toll fees and other expenses incurred during travel. (2)
- Calculate summary averages, e.g. calculate average driving speed and rate of fuel consumption. (2)

- Analyze readings of electrical energy, temperatures and pressures to assess truck performance and troubleshoot faults, e.g. analyze energy and temperature readings to troubleshoot cooling system faults. (2)
- Estimate the time between pickups and deliveries. (2)
- Estimate the sizes and weights of loads. (2)

Oral Communication

- Listen to communication over two-way and citizen band radios. (1)
- Talk to shippers and other drivers as they load and unload freight. (1)
- May talk to customers to respond to questions and provide details about shipping procedures and costs. (2)
- Talk to dispatchers, drivers and supervisors about a variety of topics, e.g. discuss work assignments and drop-off procedures with supervisors. (2)
- Participate in meetings, e.g. discuss safe work practices, routes and logistics during team meetings. (2)
- Exchange technical information with repairers, e.g. provide descriptions of equipment faults to help truck mechanics troubleshoot faults. (2)

Thinking

- Encounter delays due to weather, traffic conditions and equipment malfunctions. They phone dispatchers and loading dock personnel to arrange for late arrivals. (1)
- Select travel routes. They consider timelines, loads, speed limits and road conditions. (1)
- Evaluate the safety of road conditions. They consider weather and road conditions, spaces between vehicles, speeds and the behaviours of other drivers. (1)
- Locate road and weather conditions by contacting travel hotlines, speaking with other drivers and reading advisories accessed using the Internet. (1)
- Locate travel routes by referring to maps and using global positioning systems (GPS). (1)
- Find that loads do not fit trucks. They adjust loads, try alternate loading methods and seek the assistance of co-workers. They request replacement vehicles if necessary. (2)
- Decide how loads should be positioned for cartage. They consider weights, load distributions and centres of gravity. (2)
- Evaluate the severity of vehicle faults to determine minor versus major defects. They consider pressure, temperature, energy readings, unusual vibrations, noises, odours and the outcomes of inspections. (2)
- May evaluate the performance of helpers, such as swampers. They consider their ability to assist with loading and unloading of merchandise. (2)
- Plan routes and timelines to make the most efficient use of resources and their time. Priorities are generally set out for them; however, in the event of truck breakdowns, they reprioritize tasks, co-ordinate with other drivers and possibly make arrangements to transfer loads to other vehicles. (2)
- Locate information about loads being transported by reading bills of lading and Material Safety Data Sheets (MSDS) and by speaking with dispatchers and customers. (2)
- Encounter equipment malfunctions, e.g. refrigeration system breakdowns. They assess the severity of the malfunctions and make repairs when possible. They contact dispatchers and repairers and provide information about the malfunctions. They wait for the equipment to be repaired or use replacement vehicles to transport the goods to their destination. (3)
- Decide if vehicles are safe to operate. They base their decision on the severity of equipment faults discovered during pre-trip, en-route and post-trip inspections. (3)

Digital Technology

- Use calculators and personal digital assistant (PDA) devices to complete numeracy-related tasks, such as calculating rates of fuel consumption. (1)
- Use global positioning systems (GPS) to locate travel routes and estimate travel times. (1)
- May use fleet tracking software to send and record data, such as speeds, locations, routes and the status of equipment, such as auxiliary motors. (1)
- May use fleet tracking software to generate printouts of load information. (1)
- May use databases to access job assignments and forms. (2)
- May use fleet-management software to retrieve bills of lading and customer account information. (2)
- May use browsers and search engines to learn about road conditions and access weather advisories. (2)
- May use intranets and the Internet to access training courses and seminars offered by trainers, suppliers, employers, associations and sector councils. (2)
- May use hand-held and in-cab electronic logbook systems to track, email and fax information, such as load numbers, weights, locations, driving times, rest period requirements, hours of service and remaining drive times. (3)

Additional Information

Working with Others

Long-haul truck drivers generally drive alone, although sometimes they drive with a partner or helper who assists with unloading. They may work as members of a team when loading and unloading large cargoes. Short haul drivers have a considerable degree of interaction with customers and supervisors. Truck drivers may also work in a team with dispatchers, office and maintenance staff.

Continuous Learning

Truck drivers continue to learn through their participation in a number of courses, such as Transportation of Dangerous Goods (TDG), Air Brakes Class 1, defensive driving and forklift training. They may also attend information sessions to learn about safety regulations and new machinery and trucks purchased by the company.

Impact of Digital Technology

All essential skills are affected by the introduction of technology in the workplace. Truck drivers' ability to adapt to new technologies is strongly related to their skill levels across the essential skills, including reading, writing, thinking and communication skills. Technologies are transforming the ways in which workers obtain, process and communicate information, and the types of skills needed to perform in their jobs. In particular, truck drivers need basic digital skills to take advantage of fleet-management software, global position systems (GPS) and in-cab Internet access, which is becoming commonplace in the industry. For example, workers may use hand-held and in-cab electronic log book systems to track, email and fax information, such as load numbers, weights, locations, driving times, rest period requirements, hours of service and remaining drive times. Digital technologies also provide workers with tools, such as cellular telephones, that increase opportunities for verbal interaction. For example, they may call to confirm appointments and orders with customers and providers.

Technology in the workplace further affects the complexity of tasks related to the essential skills required for this occupation. For example, the sophisticated electronic circuitry of vehicles has increased the complexity of wiring schematics and other diagrams. In contrast, GPS devices make it easier to locate travel routes and estimate travel times. Workers can also complete forms, record data and calculate costs, material requirements, conversions, and rates with increased speed and accuracy using Web-based applications, specialized fleet-management software and handheld devices, such as personal digital assistants (PDAs). For example, a truck driver may use fleet tracking software to send and record data, such as speeds, locations, routes and the status of equipment (e.g. auxilliary motors).

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)

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[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=*\)](#) → Unit Group

Unit Group

9619 Other labourers in processing, manufacturing and utilities

This unit group includes labourers, not elsewhere classified, who perform material handling, clean-up, packaging and other elemental activities in processing, manufacturing and utilities. They are employed by companies that manufacture products such as clothing, footwear, furniture and electrical and electronic products and by printing and packaging companies.

Example Titles

bindery helper
box packer
carton marker
chair sander
clothing plant labourer
electrical products labourer
film cutter – film processing
furniture packer
garment folder
labourer, shoe manufacturing
lens blocker
packager, machine
seed packager
sorter, recyclable materials
upholsterer helper

[View all titles \(ViewAllTitlesQuickSearch.aspx?val=9&val1=9619&val65=*\)](#)

Main duties

Labourers in this unit group perform some or all of the following duties:

- Transport raw materials, finished products and equipment throughout plant manually or using powered equipment
- Check and weigh materials and products

- Sort, pack, crate and package materials and products
- Assist machine operators, assemblers and other workers
- Clean work areas and equipment
- Perform other labouring and elemental activities.

Employment requirements

- Some secondary school education may be required.

Additional information

- There is some mobility among occupations in this unit group.
- Progression to machine operating positions is possible with experience.

Classified elsewhere

- Supervisors of labourers in this unit group (in [9227 \(ProfileQuickSearch.aspx?val=9&val1=9227&val65=*\)](#) *Supervisors, other products manufacturing and assembly*)
- Supervisors, textile, fabric, fur and leather products processing and manufacturing ([9217 \(ProfileQuickSearch.aspx?val=9&val1=9217&val65=*\)](#))

[Classification Structure - 9 \(Occupations.aspx?val=9\)](#)



[Welcome to NOC \(/NOC/English/NOC/2011/Welcome.aspx\)](#)

→ [Quick Search - Result \(/NOC/English/NOC/2011/QuickSearch.aspx?val65=*\)](#)

→ [Unit Group \(/NOC/English/NOC/2011/ProfileQuickSearch.aspx?val=9&val1=9619&val65=*\)](#)

→ [View All Titles](#)

Results of "View all Titles"

Results: 468

[9619 \(ProfileQuickSearch.aspx?val=9&val1=9619&val65=*\)](#)

abrasive sheets inspector
 acid bottler
 acid-bottling machine tender
 aircraft parts packager
 aircraft parts wrapper
 ampoule filler
 ampoule inspector - pharmaceuticals and toiletries manufacturing
 antichecking steel bander
 assembly line general labourer
 back padder - furniture manufacturing
 bag liner - packaging
 bagger, garments - garment manufacturing
 bagging machine feeder
 baler tender
 baler tender - packaging
 baler, cloth - textiles
 balerworker
 baling press tender - printing
 ball weigher - toy manufacturing
 band nailer - wood products
 bander, crates
 bander, paper goods
 bandoleer straightener-stamper
 barrel charrer
 barrel liner, hand
 barrel stave leveller - wood products manufacturing
 barrel straightener
 baseball glove shaper
 battery acid dumper
 battery plate offbearer
 belt edge stainer
 belt liner
 belt maker, leather
 bench worker - garment manufacturing
 beveller - shoe manufacturing
 binder helper - printing
 bindery helper
 bindery labourer
 bindery machine feeder - printing
 bisque cleaner - clay products
 blackboard eraser maker
 blister packer
 blocker, lenses
 blueprint trimmer-wrapper - printing
 blueprinter helper - printing
 boat assembly helper
 boner, garments and hosiery
 boot and shoe matcher
 boot and shoe perforator
 bottle sorter
 bottom wheeler - shoe manufacturing
 box factory labourer
 box labeller
 box marker - manufacturing

box packer
box sealer
box-blank machine feeder
broom cleaner and cutter
broom trimmer
buckle maker
buffer, shoe parts
bundle wrapper
bundler – manufacturing
bushing tender
button assorter
button marker
button-sorting machine feeder
cable insulator helper
candle manufacturing labourer
candle-wrapping machine tender
carbon-rod-inserting machine feeder
carton filler
carton labeller
carton marker
carton stamper
carton wrapper
case filler
case liner
case marker
case packer
casket liner
casket trimmer
cement applicator – shoe manufacturing
cementer, hand – shoe manufacturing
cementer, knife parts – processing and manufacturing
chair sander
chair trimmer
channel closer – shoe manufacturing
clamp remover – wood products manufacturing
cleaner and finisher, upholstery
cleaner, ink fountains – printing
cleaner, porcelain enamel products
cleaner, processing equipment
cleaner, spray booths
clip-loading machine feeder
cloth baler – textiles
cloth cutter, hand
cloth layer – garment manufacturing
clothing plant labourer
collator tender – printing
collator-inserter tender – printing
conveyor washer tender
cooperage labourer
core mounter
core pipe extractor
cotton roll machine tender
coverer, furniture panels – furniture assembly
coverer, luggage
coverer, slip seats – furniture assembly
crate bander
crate liner
crate marker
crate packer
crater – manufacturing
crater, furniture
crayon cutter
crayon moulder
creping machine operator helper
cushion cementer – shoe manufacturing
cushion filler – furniture assembly
cushion stuffer – furniture assembly
cut-out and marking machine tender – shoe manufacturing
cutter, films – film processing
cutter, padding – furniture assembly
cutter, tiles
deburrer – clock and watch manufacturing
dipper and dryer, paper cones
dipper, shoe parts
dipping labourer
door sander

drapery making labourer
drapery pleater, hand
drawstring inserter - garment manufacturing
dress finisher
dry cell remover - electrical equipment manufacturing
electric motor tester helper
electric motor testing helper
electrical insulator tester
electrical products labourer
elemental worker - packaging
emblem-fusing machine operator - garment manufacturing
embroidered fabric connecting thread cutter tender
embroidery frame mounter
embroidery machine charger
etcher helper - printing
eyeglass frame trimmer
eyeglass pad cementer
factory helper
factory labourer - manufacturing
factory labourer, garments
feather washer and dryer
feeder - printing
feeder, folding machine - printing
feeder, lithographic offset press
feeder, machine
feeder, pencil-tipping machine
feeder, pressing machine - garment manufacturing
feeder, printing press
feeder, screen printing machine
feeder, tubulating machine - glass products manufacturing
feeder, vacuum bottle exhaust machine
feeder, wood products machine
feeder, woodworking machine
filler, sporting goods
filler, stamps
film cutter - film processing
film mounter - film processing
film numberer - film processing
final assembler, garment manufacturing
finisher-sander - furniture manufacturing
finisher-trimmer - footwear manufacturing
flocker - garment manufacturing
floor attendant - bindery
floor attendant - printing
floor tile edge grinder
folder, garments - garment manufacturing
folder, parachutes
folderman/woman - printing
folding machine feeder - printing
footwear manufacturing labourer
former, shoe parts
forwarder - printing
furniture crater
furniture manufacturing labourer
furniture packer
furniture panel coverer - furniture assembly
garment bagger - garment manufacturing
garment factory labourer
garment folder
garment fringer - garment manufacturing
garment manufacturing final assembler
garment mender - garment manufacturing
garment notcher - garment manufacturing
garment packer - garment manufacturing
garment parts sorter - garment manufacturing
garment plant labourer
garment ripper - garment manufacturing
garment sorter - garment manufacturing
garment steamer - garment manufacturing
garment waterproofer - garment manufacturing
gathering machine feeder - printing
general helper - small electrical appliance assembly
general labourer - electrical equipment assembly
general labourer - light-fixture assembly
general labourer - manufacturing
general labourer, assembly line

glassfiber mat roller-packer
 glove liner
 glove pairer
 glove turner, hand
 golf club weigher
 groover and turner - shoe manufacturing
 hand cutter, cloth
 hand inserter - printing
 hand paper pad gluer
 hand sander - furniture manufacturing
 hand trimmer - garment manufacturing
 hand trimmer - shoe manufacturing
 handbag framer
 handle moulder
 hardener - optical instruments manufacturing
 harness rigger, parachutes
 hat and cap parts bundler
 hat and cap perforator
 hat brusher
 hat liner
 hat sizer
 hat sorter
 hat sweatband flanger
 hat treater
 heat-seal press pad assembler - furniture assembly
 heddle examiner
 heel compressor tender - shoe manufacturing
 heel reducer - shoe manufacturing
 heel scorer - shoe manufacturing
 heel shaper - shoe manufacturing
 helper - printing
 helper, electric motor testing
 helper, etcher - printing
 helper, factory
 helper, portable diamond drill and saw operator
 helper, press - printing
 helper, production painter
 helper, protective signalling installer - manufacturing
 helper, upholstery
 helper, woodworking shop
 hide and pelt processing labourer
 incinerator plant tender
 industrial washing machine tender
 ink fountain cleaner - printing
 inserter - printing
 inserter, pail handles
 inserter, springs - furniture manufacturing
 insole filler - footwear manufacturing
 installer helper, protective signalling - manufacturing
 insulator tester
 jewellery pickler and dipper
 jogger - printing
 label brander
 label heat tacker
 labourer - packaging
 labourer - packaging company
 labourer - printing
 labourer - shoe manufacturing
 labourer - tannery
 labourer, bindery
 labourer, boat assembly
 labourer, box factory
 labourer, candle manufacturing
 labourer, cooperage
 labourer, dipping
 labourer, electrical appliance manufacturing
 labourer, electrical products manufacturing
 labourer, factory - manufacturing
 labourer, footwear manufacturing
 labourer, furniture manufacturing
 labourer, furrier shop
 labourer, garment factory
 labourer, garment plant
 labourer, general - electrical equipment assembly
 labourer, general - manufacturing
 labourer, hide and pelt processing

labourer, leather processing
labourer, packaging
labourer, packaging company
labourer, padding
labourer, shipyard
labourer, shoe manufacturing
lacer - footwear manufacturing
lacer - sporting goods manufacturing
last ironer - shoe manufacturing
layer-up - garment manufacturing
lay-up worker - garment manufacturing
leather belt maker
leather coater
leather glove worker
leather processing labourer
lens blank marker
lens block cleaner
lens blocker
lens hardener
level vial setter
liner, crates
liner, gloves
lining inserter, skates
link cutter - garment manufacturing
lithographic offset press feeder
lithographic press feeder, sheet metal
luggage handle maker
machine feeder
machine packager
marker, cartons
marker, crates
marker, pockets - garment manufacturing
marker, products
marker, shoe parts
masker
mechanical tester, insulators
mender, garment - garment manufacturing
mixer tender, brush materials
moulder, solid tires - toy manufacturing
nail cutter - shoe manufacturing
offbearer - printing
oil reclaimer
optical element cleaner
ornamental stone setter - jewellery manufacturing
packager - manufacturing
packager, machine
packager, seeds
packaging company labourer
packaging line worker
packer - manufacturing
packer, boxes
packer, cases
packer, furniture
packer, garments - garment manufacturing
padding cutter - furniture assembly
padding labourer
pail handle inserter
paint roller winder
paint stripper
painter helper, production
painter helper, shipyard
paper cone dipper and dryer
paper feeder, press - printing
paper sheet counter - printing
parachute folder
parachute preparer
paster, screen printing
pencil blank presser
pencil-tipping machine feeder
pickler and dipper, jewellery
piler - printing
pipe grader
plastic printer helper
plastic-packing machine tender
plastics masker
pocket marker - garment manufacturing

pocket-folding machine feeder-loader - printing
polisher, shoe manufacturing
porcelain products cleaner
preparer, parachutes
press assistant, reel replacer
press helper - printing
press paper feeder - printing
presser, pencil blanks
pressing machine feeder - garment manufacturing
pressroom floor attendant - printing
printer helper, wallpapers
printing press feeder
processing equipment cleaner
product marker
production painter helper
production weigher
putty applicator - furniture and fixtures manufacturing
refrigerator crater
relaster - shoe manufacturing
rock splitter
roller-packer, glassfiber mats
sample clerk - fabric products
sample room worker
sander, doors
sander, hand - furniture manufacturing
screen printing machine feeder
screen printing paster
seed packager
setter, level vials
shank cementer - shoe manufacturing
shell mould bonder
shipyard labourer
shipyard painter helper
shoe manufacturing labourer
shoe parts dipper
shoe parts former
shoe parts marker
shoe repairer helper, factory
silvering machine feeder
slip seat coverer - furniture assembly
smoothing machine tender - shoe manufacturing
sock boarder
sole edge stainer-finisher - shoe manufacturing
sole-flexing machine tender
sorter, garments - garment manufacturing
sorter, recyclable materials
sorter, shoe parts stock
sorter, upholstery parts
spike installer, golf shoes
splitting machine tender - shoe manufacturing
sporting goods filler
spray booth cleaner
spray painter helper
sprayer, toes and heels - shoe manufacturing
spreader, machine - garment manufacturing
spring inserter - furniture manufacturing
springer - furniture assembly
stacker - printing
stainer-finisher, sole edges - shoe manufacturing
stamp filler
stamper and labeller
steam cabinet attendant - garment manufacturing
stitch separator and simulator - shoe manufacturing
storage worker - ice processing
stripper, paints
tender, baler - packaging
tender, cotton roll machine
tender, incinerator plant
tender, smoothing machine - shoe manufacturing
tender, tying machine
thermostat capillary sealer
thread laster - shoe manufacturing
thread trimmer - garment manufacturing
tie maker
tile cutter
toe and heel sprayer - shoe manufacturing

touch-up cleaner – furniture finishing and refinishing
trimmer, brooms
trimmer, chairs
trimmer, thread – garment manufacturing
trimmer, upholstery
tubulating machine feeder – glass products manufacturing
turner – garment manufacturing
tying machine tender
upholsterer helper
upholstery cleaner and finisher
upholstery trimmer
vacuum bottle exhaust machine feeder
wallpaper printer helper
waterproofer, garments – garment manufacturing
waxer, explosives manufacturing
wedger, machine
weigher, production
weigher-counter
weigher-manufacturing
welt butter and tacker – shoe manufacturing
winder, paint rollers
wire bender, hand
wire border assembler – furniture assembly
wood products finisher – furniture manufacturing
wood products machine feeder
wooden box bander
wooden coat hanger shaper feeder
woodworking machine feeder
woodworking shop helper
wool puller – hide and pelt processing
wrapper – manufacturing
wrapper, bundles
wrinkle remover – shoe manufacturing
zipper repairer



Job Bank

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> Explore Careers by Skills & Knowledge

> Explore Careers by Essential Skills

Explore Careers by Essential Skills



Employers place a strong emphasis on essential skills in the workplace.

Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.

Each profile contains a list of example tasks that illustrate how each of the 9 essential skill is generally performed by the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

How Essential Skills Profiles can help you!

The essential skills profiles can:

- Help determine, based on skill sets, which career may best suit a particular individual.
- Assist job seekers to write a résumé or prepare for a job interview.
- Help employers to create a job posting.

Labourers in Processing, Manufacturing and Utilities (NOC 9611, 9612, 9613, 9614, 9615, 9616, 9617, 9618, 9619)

This profile includes the following occupations:

Labourers in Mineral and Metal Processing (NOC 9611)

Labourers in this unit group perform material handling, clean-up, packaging and other elemental activities related to mineral ore and metal processing. They are employed in mineral ore and metal processing plants such as copper, lead and zinc refineries, uranium processing plants, steel mills, aluminum plants, precious metal refineries, cement processing plants, clay, glass and stone processing plants and foundries.

Labourers in Metal Fabrication (NOC 9612)

Labourers in this unit group remove excess metal and unwanted materials from metal parts, castings and other metal products and perform other labouring activities. They are employed in structural steel, boiler and platework fabrication plants, heavy machinery manufacturing plants, sheet metal fabrication shops, shipbuilding companies.

Labourers in Chemical Products Processing and Utilities (NOC 9613)

Labourers in this unit group carry out a variety of material handling, cleaning and routine general labouring activities. They are employed by petroleum and natural gas processing, pipeline and petrochemical, chemical and pharmaceutical companies, and by electrical, water and waste treatment utilities.

Labourers in Wood, Pulp and Paper Processing (NOC 9614)

Labourers in this unit group carry out a variety of general labouring and routine wood processing activities and assist pulp mill and papermaking machine operators. They are employed by pulp and paper, and paper converting companies, sawmills, planing mills, wood treatment plants, waferboard plants.

Labourers in Rubber and Plastic Products Manufacturing (NOC 9615)

Labourers in this unit group assist machine operators, transport materials and perform similar tasks.

Labourers in Textile Processing (NOC 9616)

Labourers in textile processing perform a variety of manual duties to assist in processing fibres into yarn or thread, or to assist in weaving, knitting, bleaching, dyeing or finishing textile fabrics or other textile products.

Labourers in Food, Beverage and Tobacco Processing (NOC 9617)

Labourers in this unit group perform material handling, clean-up, packaging and other elemental activities related to food, beverage and tobacco processing. They are employed in fruit and vegetable processing plants, dairies, flour mills, bakeries, sugar refineries, meat plants, breweries and other food, beverage and tobacco processing plants.

Labourers in Fish Processing (NOC 9618)

Labourers in this unit group perform clean-up, packaging, material handling and other elemental activities related to fish processing.

Other Labourers in Processing, Manufacturing and Utilities (NOC 9619)

This unit group includes labourers, not elsewhere classified, who perform material handling, clean-up, packaging and other elemental activities in processing, manufacturing and utilities.

▼ Expand All

▲ Collapse All

Reading

- Read notes from co-workers with directions for tasks to be performed on the next shift. (1)
- Read memos posted on the bulletin board concerning changes in policies or dates of meetings, such as union meetings. (2)
- Read instructions for operating equipment. (2)
- May read company procedures. (2)
- May read catalogues for information on new products and processes. (2)
- May refer to manuals such as the forklift manual or the dangerous goods manual. (3)

Document Use

- May read labels on supplies such as paints and chemicals. (1)
- May refer to shift schedules and work orders. (2)
- May read shipping and receiving forms and packing slips. (2)
- May refer to production charts. (2)
- May refer to pictures, such as illustrations showing cuts of meat or wine making steps. (2)
- May complete forms such as tally sheets to document information on different products.

(2)

- May enter numerical information about processes into operators' reports. (2)
- May interpret scale drawings such as blueprints of gas lines or pipe systems. (3)
- May read assembly drawings for machines, such as moulding machines. (3)

Writing

- May make log book entries to record tasks completed. (1)
- May write notes to co-workers to document problems, such as a machine breakdown and write notes to mechanics describing the circumstances of the breakdown. (1)
- May write changes on worksheets, such as recording the substitution of materials. (1)
- May complete work orders and invoices. (1)
- May write memos to managers to order equipment and give reasons why it is needed. (2)

Numeracy

Money Math

- May make small supply purchases for the company and receive change. (1)
- May prepare invoices for customers. This may involve calculating taxes and applying discounts. (3)

Scheduling, Budgeting & Accounting Math

- May schedule the time required to complete different tasks or determine the costs of material for a budget. (2)

Measurement and Calculation Math

- May weigh containers full of products to ensure they meet packaging weight standards. (1)
- May take temperature and pressure readings during the day by computer to ensure chemical products are meeting quality standards. (1)
- May measure the level of moisture in the final processed product. For example, they may take a wet sample and weigh it, dry it in the oven for three to four hours, weigh it again and subtract the two numbers to get the moisture reading. (2)
- May measure the density of a brew using a hydrometer and calculate the percentage of alcohol content. (3)

Data Analysis Math

- May monitor changes in temperature and pressure over a number of days to identify trends which may have an impact on product quality. (3)
- May plot changes to readings of pH levels in order to see patterns which may indicate potential problems in water treatment. They take action, such as adding or lowering percentages of lime, based on the readings. (3)

Numerical Estimation

- May estimate the appropriate amount of material to load into a machine, such as a fabric dyer machine. (1)
- May estimate the changes in time and temperature which will be required to correct a production fault. (2)

Oral Communication

- May talk to truck drivers and railroad workers to get information or arrange for pickups. (1)
- Interact with co-workers to exchange information about tasks and to co-ordinate work. (1)
- Interact with supervisors to receive work orders. (1)
- May talk with customers to take orders or to answer questions about products and shipping. (1)
- May communicate with suppliers to get more information about their products. (1)
- Interact with supervisors to discuss conflicts. (2)
- May participate in staff meetings to discuss improvements in processes. (2)
- Communicate with co-workers regarding safety issues such as methods for extinguishing fires. (2)

Thinking

Problem Solving

- May have to cope with improper labeling on boxes of chemical products which have just been packaged. They remove the faulty boxes from the line and send them for relabeling. (1)
- May encounter process problems, such as a casting problem which has impeded the flow of molten steel. They use long rods to clear the jam, working with intense heat and time pressure. (1)
- May find that conveyor belts shut down. They look for the source of the problem, such as broken parts or the accidental tripping of a switch. If the belts cannot be immediately restarted, they deal with products manually until repairs have been completed. (2)
- May realize that a product is not up to standard. They meet with operators and production managers to determine how the problem can be corrected. (2)
- May solve procedural problems which are affecting productivity. For example, if inappropriate equipment design allows rock to slip over the edge of the machine, the workers may creatively solve the problem by designing and installing metal side guards to stop the rock spillage. (3)

Decision Making

- May decide where to store items and when to begin clean up tasks. (1)
- May decide when to get additional materials to the production area. This decision is important since a bad decision can lead to production slowdowns because of lack of stock. (2)
- May decide what tools are most appropriate to fix a particular type of mechanical failure. Use of the wrong tool can damage machines. (2)
- May decide when to shut down machines which are not operating properly. (2)

Critical Thinking

Critical Thinking information was not collected for this profile.

Job Task Planning and Organizing

Labourers in processing, manufacturing and utilities follow priorities set by supervisors and sequence their tasks within that framework. Their tasks are generally repetitive. Disruptions may occur, such as the introduction of rush orders which cause their tasks to be reprioritized. Utilities labourers often work outdoors and face additional adjustments in their daily planning

because of adverse weather conditions. Job task planning and organizing is often affected by factors outside the workers' control. For example, fish processing labourers' job task planning and organizing is affected by the number of boats which come in. In days of heavy volume it is important for them to be well organized so that fish lots are not mixed up. (2)

Significant Use of Memory

- May remember the processing time for a range of different products.
- May remember measurements for a brief period of time until they can be recorded in logs.
- May remember operating and lockout procedures for machines.
- May remember colour coding for products and codes for computerized equipment, such as weigh scales.
- May memorize regulations, such as fishery regulations.

Finding Information

- Contact co-workers by phone to get information on production schedules and delays. (1)
- Contact managers and quality control workers to obtain information about process improvements. (2)
- Refer to the index of catalogues to find information on products. (2)
- Look at product specifications books to get information on changes which have been made to manufacturing and product specifications. (2)

Digital Technology

- Use computerized equipment, such as weigh scales or labelling machines. They may also use computer-controlled equipment to monitor processes, such as casting. (1)

Additional Information

Other Essential Skills:

Working with Others

Labourers in processing, manufacturing and utilities mainly work independently. They sometimes work with partners to carry out tasks which require co-operation, such as lifting heavy barrels or identifying the source of a gas leak. They are part of a larger team which includes operators and managers.

Continuous Learning

Labourers in processing, manufacturing and utilities learn continuously on the job. They take training in first aid and in the Workplace Hazardous Materials Information System (WHMIS). They take part in in-house training sessions to learn about new products or processes. They may also upgrade their knowledge through reading magazines related to their occupation or industry.

[Source: Literacy and Essential Skills - HRSDC]

[Learn more about this occupation](#)

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