

BRIDGING THE GAP IN ALBERTA'S TRUCKING
AND LOGISTICS LABOR MARKET

TRANSPORTATION GUIDE



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Funded by:



? About Trucking HR Canada

Trucking HR Canada is an industry leader, spearheading collaboration among the stakeholders in the Canadian trucking and logistics industry to:

- Identify Human Resource issues, trends, opportunities and challenges
- Support the industry in recruiting and retaining the Human Resources needed to meet industry demand
- Partner on initiatives impacting Human Resources for the industry
- Provide a national forum for gathering and exchanging knowledge on HR issues, and sharing best practices
- Promote the trucking and logistics industry's careers

As a national partnership-based organization, we promote the provision of safe, secure, efficient, and professional trucking services in Canada. The organization is a neutral forum for gathering and exchanging ideas, information and knowledge on Human Resources and best practices in training. Our focus is on trucking and logistics needs within the freight transportation network.

DYK?



Trucking HR Canada offers practical **toolkits and reports** on a variety of HR issues facing the Canadian trucking and logistics industry.

Our **weekly e-newsletter** is free. Subscribe today to stay on top of the latest Trucking HR trends and learn practical tips.



We recognize employers with sound HR policies and practices through **The Top Fleet Employers** program with the goal of raising the bar in HR within the trucking and logistics industry.



We offer a wide range of trucking and logistics specific **HR focused webinars**.

Our **Women with Drive Leadership Summit** is the go-to event for anyone in the trucking and logistics industry looking to learn more about women in the industry.



Visit www.truckinghr.com to learn more.

INTRODUCTION

When you think about the transportation industry what job comes to mind? If you said, 'Truck Driver,' you're not alone! While Professional Driving is a critical occupation within the transportation and logistics industry, there are many other career options, including Maintenance Technicians, Dispatchers, Claims Specialists, Route Planners, Shunt Drivers and so many more that are waiting for you to discover!

Use this guide to learn more about the transportation and logistics industry in Alberta, the many career options that the industry has to offer and the jobs and occupations that align best with your interests and skills.

This guide was developed for the Bridging the Gap in Alberta's Trucking and Logistics Labour Market project, a joint initiative between The Alberta Motor Transport Association (AMTA) and Trucking HR Canada – funded by the Government of Canada and the Government of Alberta.* Launched in Alberta, this project aims to address workforce gaps by offering support to employers to better reach out to under-represented groups, including Indigenous Peoples, Persons with Disabilities, Visible Minorities and Newcomers to Canada, and Women.

*The Province of Alberta is working in partnership with the Government of Canada to provide employment support programs and services.

**Use this guide to
learn more about the
transportation and
logistics industry
in Alberta**

ABOUT ALBERTA MOTOR TRANSPORT ASSOCIATION



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Since 1938, the Alberta Motor Transport Association and its members have advanced the commercial transportation industry through safety programs, progressive policy and partnerships. The influence of the AMTA is evident on every highway—where the work they do, the training and expertise they impart, becomes clear-cut confidence behind the wheel.

As a province-wide, not-for-profit association, the AMTA is governed by an annually elected Board of Directors. This Board determines the AMTA's long-range goals, setting our policies, programs and budgets. The AMTA head office is located in Calgary and a satellite office is located in Edmonton.

Alberta's transportation sector is vital to the province, driving all aspects of the economy forward. For nearly eight decades, AMTA has created strong relationships with all levels of political leadership, advising on important issues and giving a voice to their members. On national and international matters especially, AMTA partners closely with the Canadian Trucking Alliance and Motor Coach Canada. Whether it's shaping vital legislation, new regulations or business practices, the AMTA is on the ground floor, helping command the future of the transportation industry.

SNAPSHOT OF THE TRANSPORTATION AND WAREHOUSING INDUSTRY IN ALBERTA

Alberta's transportation and warehousing industry stores and moves the goods Albertans produce. In 2016, it exported goods worth \$78.8 billion from the province to 187 countries.

Transportation plays a vital role in maintaining Alberta's global competitiveness. Through its road, rail, air cargo and pipeline networks, the province's transportation system facilitates the movement of more than \$75 billion of Alberta products to international markets each year. The province is home to two international airports and it is well served by both CN and CP railways, which are among the most efficient in North America. Alberta trucking firms have world renowned expertise in the movement of over-dimensional and overweight materials and the province's main export pipelines support Alberta's oil and gas industry with secure and reliable transportation to major markets in the US and West Coast.

Alberta's highly developed road transportation network provides the trucking industry with excellent access to international trade corridors. In addition to moving over 60% of all freight within the province, trucks are responsible for about \$7 billion or 29% of Alberta's non-pipeline international exports with 95% of all Alberta truck exports destined for the United States. The trucking industry is well represented in Alberta and accounts for 21% of the total heavy truck population in Canada. Registrations of heavy trucks have increased by 46% in the last 10 years, reflecting the rapid economic growth in the province, specifically in the energy resource sector which has contributed to Alberta's world renowned expertise in the movement of over-dimensional and overweight materials.¹

1. Alberta Finance and Enterprise: Transportation and logistics sector profile:
https://www.edmonton.ca/business_economy/documents/PDF/Transportation-and-logistics-profile.pdf

CAREERS IN THE TRUCKING AND LOGISTICS SECTOR

The trucking and logistics sector has many great opportunities for a variety of rewarding careers. Depending on your skills and interests, you may be working in the maintenance department; the warehouse and yard; in an office environment managing transportation operations; or on the road as a driver. Check out these Career Profiles to learn which of the many occupations that the trucking and logistics sector has to offer would suit you best!

WHY WORK IN THE TRUCKING INDUSTRY?

The trucking industry is both dynamic and exciting. There are a number of perks and opportunities for employees in this sector, including:

- Stability
- Consistent work
- Career progression and development
- Flexible work arrangements
- Competitive compensation
- State-of-the-art technology
- Fast-paced environment

TRANSPORTATION MAINTENANCE

Do you have an interest in mechanics and love working with your hands? Do you want to take apart equipment and rebuild it better than ever? Do you like working on, and with, sophisticated and innovative engines, equipment and machinery? If so, the Maintenance Department may be right for you! The trucking industry has many opportunities for Skilled Maintenance Personnel.

Your Route to a Transportation Maintenance Career



Vocational Training

Starting Point - Vocational Training. Depending on your occupation and province, this may include a trade certification or license. Transportation Maintenance is comprised of Parts and Inventory Management; Equipment Maintenance and Truck/Tractor Maintenance.

Parts/Inventory

Parts Technician
Inventory Manager
Parts Department
Manager

If you want to help ensure that Heavy Duty Equipment Technicians have the right parts for the right equipment at the right time, parts and inventory management may be a career path for you!

Equipment

Trailer Technician
Transport Refrigeration
Technician
Tire and Wheel Specialist

The equipment is just as important as the truck/tractor! If you are interested in servicing and maintaining equipment like trailers, tires and wheels, and reefers, equipment maintenance may be your best fit!

Trucks/Tractors

Heavy Duty Equipment
Technician
Autobody Repair
Technician

Trucks and tractors are the power behind the load, and must be well-maintained and in safe-working order before they 'hit the road.' If you have a passion for engines, truck and tractor maintenance may be right for you.

Management/ Supervisory

Shop Supervisor
Maintenance Supervisor

After you have gained valuable experience, you may choose to become a manager or supervisor to have more control and direction over your company's maintenance department. You will combine your technical knowledge with leadership and management skills to be able to direct and guide employees.

Want to learn more about Igniting Your Career in the trucking industry? Visit www.truckinghr.com to learn more about our **Top Fleet Employers** and to find resources to help you on your route to a career in Transportation Maintenance.

TRANSPORTATION OPERATIONS

Do you want to play a key role in ensuring that all aspects of the business – like driving, maintenance, safety, sales and finance – are working smoothly and efficiently? Do you like the idea of teamwork, collaboration and innovation? If so, a career in Transportation Operations may be right for you. The trucking industry has many opportunities for Transportation Operations Personnel. Here is just a small sampling of the career options in the transportation industry.

Human Resources



Your Route to a Career in Transportation Operations

HR Manager
Dispatcher
Personnel Clerk
Customer Service Representative
Safety and Compliance Specialist

The Human Resources department is important for the hiring, administration, management and training of personnel. One of the most common and important HR roles in transportation is the Dispatcher. A dispatcher plays a key role in managing communication with drivers and providing them with the support that they need while on the road. Many Dispatchers start off as Professional Drivers and even Warehouse and Yard Personnel.



Information Technology

IT Specialist
Database Administrator
Systems Analyst
Network Administrator

Information Technology (IT) plays a very important role in the transportation industry as more companies use technology for various functions like driver communication, route planning, load planning, finance and more. More IT professionals will be needed to support the development and maintenance of various IT systems as the industry becomes more digital.



Finance

Accountant/Bookkeeper
Payroll Clerk
Pricing Analyst
Sales and Fuel Tax Administrator
Rate Clerk

The finance department ensures that the company turns a profit! If you like working with numbers, budgets and finances, a career in the finance department may be the right fit for you!



Logistics

Transportation Manager
Route Planner
Freight Claims Specialist

Logistics involves coordinating many moving parts at the same time, like people, facilities and inventory. Personnel in the logistics department work behind the scenes to make sure that all of the moving parts of the transportation of goods are working together, not against each other.

CHANGING LANES!

You may start your career in the industry in another facet of the business and move into Transportation Operations after you have gained knowledge and experience. You can transfer and build upon the skills to Transportation Operations in the following ways:

■ Professional Drivers may become:

- Dispatchers
- Safety and Compliance Specialists
- Route Planners

■ Warehouse Personnel may become:

- Claims Agents
- Dispatchers
- Customer Service Representatives

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WAREHOUSE AND YARD OPERATIONS

Do you like working in a fast-paced environment, coordinating orders and shipments, and handling freight? Do you enjoy playing a part in ensuring that the right goods get to the right customers at the right time? If so, a career in Warehouse and Yard Operations may be the right place for you! The trucking industry has many opportunities for Warehouse and Yard Personnel.

Your Route to a Career in Warehouse and Yard Operations



Warehouse/Dock Worker

Starting Point – Warehouse/Dock Worker. Being a Warehouse Worker provides you with a great introduction to the transportation industry and can serve as a starting point for your career. Many Drivers start out in the industry as Warehouse Workers!



Licensed Shunt Driver

Licensed Shunt Drivers are responsible for moving, or 'shunting,' empty and loaded trailers from the loading docks to and from the yard.



Dock Supervisor

If you want to play a role in managing employees and guiding your company's warehouse and yard operations, a career as a Dock Supervisor may be right for you.



Terminal Manager

If you have a passion for warehouse operations and enjoy sales, personnel management, budgeting, scheduling, staffing and inventory management, Terminal Manager may be the position of your dreams.

CHANGING LANES!

You may start your career in Warehouse and Yard Operations and choose to move into another aspect of the transportation industry. You can transfer and build upon the skills that you learn in Warehouse and Yard Operations and become:

- **A Professional Driver**
- **A Route Planner**
- **An Operations Manager**
- **A Logistics Consultant**
- **A Customer Service Representative**

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COMMERCIAL VEHICLE OPERATOR

Do you love driving the open road, seeing the sights and making money, all at the same time? Have you ever imagined yourself behind the wheel of 'big rig'? Do you like variety and fast-paced work assignments? If so, driving might be the right fit for you! The trucking industry has many opportunities for Drivers.



Your Route to a Driving Career

Commercial Driver's License

Starting point - Commercial Driver's License.

Class A/1 Driver

A Commercial Driver's License plate opens up your possibilities as a driver. To obtain their License, new commercial drivers participate in a mandatory training program to ensure that they have the basic skills and experience to safely operate large commercial vehicles on the road.

Local Pick Up and Delivery Driver

You can choose your route! Want to be home every night - try local pick up; Interested in exploring the open road a little at a time - try short haul; want to see the world from behind the wheel on longer trips - try Long Haul!

Short-Haul Driver

Long-Haul Driver

Bulk Liquid Driver

Flat-Bed Driver

Long-Combination Vehicle (LCV Driver)

Dangerous Goods Driver

Take your driving to the next level with additional training/certification and experience. You can carry unique loads - like bulk liquid, livestock, and dangerous goods; drive specialized equipment, like flat bed trailers, long-combination vehicles, and car carriers; and travel across interesting terrain, like mountain passes and international borders

Owner-Operator

If you have a passion for driving and the open road, but have always dreamed of owning your own business and being your own boss, you can become an Owner-Operator.

Driver Trainer

Driver Supervisor

If you want to share your experience with others and use your safe driving record and knowledge to guide future drivers, you can become a Driver Trainer or a Driver Supervisor.

Fleet Manager

If you want to keep transportation companies moving smoothly and accurately and manage costs to maximize profits, you can consider a job as a Fleet Manager.

Want to learn more about Igniting Your Career in the trucking industry? Visit www.truckinghr.com to learn more about our **Top Fleet Employers** and to find resources to help you on your route to a Driving Career

**For more information, contact
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