

TRANSPORTATION, WAREHOUSING, & LOGISTICS

Top 10 Industry Skills

Communications

Ability to convey thoughts and express ideas effectively in writing and speech as well as fully comprehend what others are saying.

Example: Write a clear and concise email to the procurement team when new vendors are to be hired or old contracts are due for renewal.

Customer Service

Act of providing and delivering professional, helpful, high-quality service and assistance to a customer before, during, and after the goods or services are rendered.

Example: Respond to customers' complaints regarding services resulting in resolutions satisfying customer and company.

Dependability

Capable of being trusted; reliable and consistent in applying policies and strategies evenly to each task and assignment.

Example: Take ownership in the position and the business by ensuring the highest standards of safety, productivity, and customer service are exceeded every day.

Flatbed Trucks & Vans

Knowledge to operate and maintain vehicle with less than 26,000 pounds Gross Vehicle Weight (GVW) capacity following traffic laws in compliance with federal, state and local regulations.

Example: Drive vehicles with capacities under three tons to transport materials to and from specified destinations.

Loading & Unloading

Process of loading or unloading materials between any place or point of rest on land transportation and barges.

Example: Unload freight from delivery vehicles.

Logistics

Detailed coordination of a complex operation involving many people, facilities, or supplies.

Example: Examine shipment contents and compare with records, such as manifests, invoices, or orders, to verify accuracy.

Operations/Management

Knowledge and management of elements and activities related to processes, personnel, equipment & technology and location that contribute to the company's functions and profitability.

Example: Coordinate logistical functions for product life cycles, including acquisition, distribution, internal allocation, delivery, recycling, reuse, or final disposal of resources.

Sales

Principles and methods for showing, promoting, and selling products or services including marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Example: Contact new customers to discuss how specific products or services can meet their needs.

Use & Operation of Forklifts

Knowledge to control and maintain a powered industrial truck to move freight, stock or other materials to and from storage or production areas, loading docks, delivery vehicles or containers.

Example: Ensure the load is balanced and secure and safely move it around the warehouse or facility to ensure timely and complete delivery.

Valid Driver's License

Document permitting a person to operate and maintain a motor vehicle following traffic laws in compliance with federal, state and local rules and regulations.

Example: Obey traffic laws and follow established transportation procedures while transporting goods for delivery.