

# SUPPLY CHAIN CAREER PATHWAYS



visit our website at [www.logisticstc.asn.au](http://www.logisticstc.asn.au)

# acknowledgements

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**CBH GROUP**

**CENTURION**

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**WA FREIGHT GROUP**

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# introduction

## What is the Supply Chain?

The supply chain is found everywhere! Just think of the goods that you purchased online and how they would be transported to you. There are a few steps involving the transformation of raw materials to finished goods ie food, cars and clothing and how these products make their way to you, the end user. The supply chain is made up of the smaller functioning roles which consist of but are not limited to warehousing and logistics. Activities include:

- sourcing and transportation of materials
- sorting bulk orders
- storage of goods

## Who can use this guide?

This guide will assist you in identifying some great career opportunities available in warehousing and logistics. New entrants and job seekers will be able to use this guide. You will find useful information on job roles and requirements within the supply chain industry. Our objective is to give you a clearer understanding of what takes place in warehousing and logistics.

## Where do I start and where can I end up?

There is such a diverse range of opportunities that a career in warehousing and logistics can offer. You can progress from working in a small team to managing a large distribution centre. How far you want to go is up to you. There are examples of people who have been in the Warehousing and Logistics industry all their lives as well as others who have come from different industries. Those outside transport and logistics have been able to make use of the skills they have learnt elsewhere and apply them to this sector.

## How do I get there?

There are multiple entry points into the supply chain depending on your level of skills and experience. Vocational Education and Training (VET) offers both new entrants and career changers great occupational and work-related knowledge and skills. Upon completion of relevant training, which can be done both on and off the job, you will receive a nationally recognised qualification. Should you choose, there is also the option to pursue further study, either on a full-time or part-time basis. As career pathways are not always straightforward, this guide will feature the experiences of a diverse range of people at various levels in their careers.



## case study

JODIE RANSOM  
CBH GROUP

### What is your current job role?

I am a supply chain manager for a grain handling cooperative.

### What are some of your responsibilities?

I am responsible for stock management, land and shipping logistics and the commercial aspects of vessel chartering and execution. Once in the supply chain, the principles remain the same regardless of the industry. You are essentially moving different types of product.

### Have you always worked in transport and Logistics?

Yes, I have had a very diverse career pathway within transport and logistics. I have moved from being a deck officer in the merchant navy, spending a lot of time at sea to an industry sector that stores and distributes grain. Opportunities were taken as and when they presented themselves and I have not looked back since.

### What previous job roles have you held?

I started off as a cadet in the merchant navy at the age of 17 and since then, I have held a number of land based roles with a strong affiliation towards the maritime services aspect of the supply chain. I have also tried roles such as a sales

administration manager and a supply administration manager for a resource company and these roles provided me with management experience that led me to my current position.

### Have you undertaken any training?

I have a Diploma in Nautical Studies and a post graduate certificate in Maritime Business. With regard to further training, I am considering the management aspects of strategic planning and the legal aspects of governance.

### What role has technology played in your business?

Technology has positively impacted our industry. The use of quality and logistics optimisers has reduced the level of guesswork when reviewing and analysing data and will change the way we make decisions in the future.

### What do you like most about your job?

No two days are ever quite the same. Some of the challenges I face include dealing with grain seasonality and how this can affect prices and volumes exported and also managing the grower's expectations versus the exporters' requirements for the supply chain.

### Are there opportunities for advancement?

There are opportunities, however it should be noted that the higher up you go, the fewer positions there are available.

### Do you have any advice for new entrants to the industry?

I encourage new entrants and career changers to remain diverse in their skill sets for the benefit of long term career aspects. People also need to familiarise themselves with the training and terminology used in their respective industry sectors.



**warehousing**



**where to go?**

# warehousing

From the careful transport of oversized machinery to the fast moving delivery of consumer goods, almost every product is at some point in time stored before being distributed to the end user.

Warehouses vary in size and structure depending on the operational needs of the business, however the functions carried out by staff in any warehouse tend to be similar in nature. Warehousing continues to play an important role in the supply chain due to increased outsourcing and the use of technology, eg the use of warehouse management systems to ensure accuracy and efficiency.

The six types of storage facilities are:

- **Private Warehouses** – owned by companies who own and store their own products
- **Automated Warehouses** – use current options in computer and robotic technology for their operations
- **Cold Storage** – facilities that store goods in temperatures ranging from 16°C to minus 60°C
- **Distribution Centres** – facilities for holding products to be sent out
- **Public Warehouses** – facilities that store goods for other companies
- **Self Storage** – facilities that rent units to people for storing personal possessions

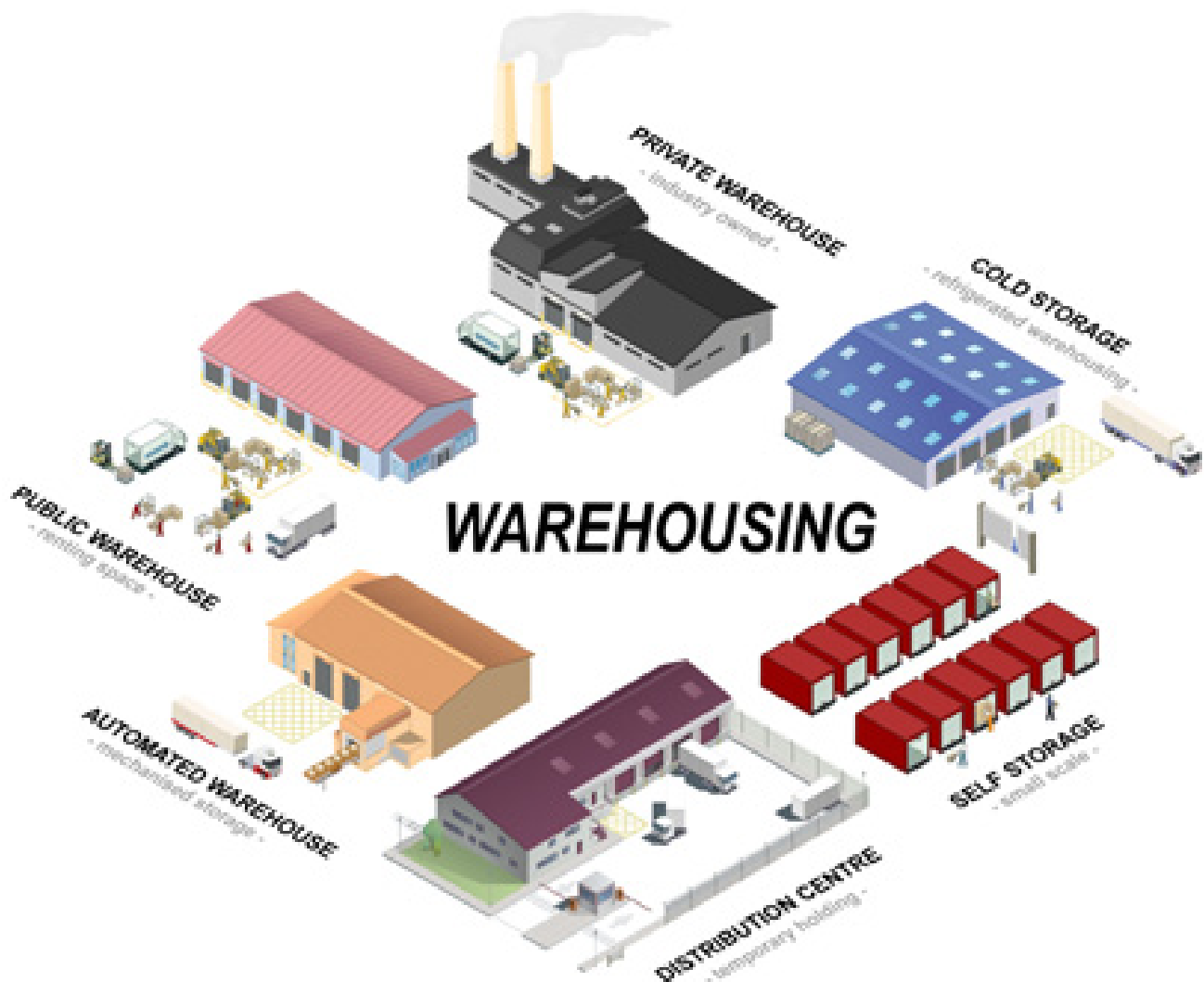


Image Caption?



### Private warehouses

This type of warehouse is operated by companies such as suppliers and wholesalers. They own the goods they store and use their own distribution activities. All sites and functions are internally controlled with little or no outside involvement. For example, a major seller may have a number of warehouses supplying their retail stores or a reseller will manage a warehouse where it receives and despatches products.

### Automated Warehouses

With advances in computer and robotics technology many warehouses now have automated capabilities. The level of automation ranges from a small conveyor belt transporting products in a small area all the way up to a fully automated facility where only a few people are needed to handle the storage activity. Many warehouses use machines to handle nearly all physical distribution activities.

### Cold Storage

There are a wide variety of products that need to be stored in temperature controlled rooms. These facilities generally range

from 16°C to minus 25°C degrees. Some facilities provide blast freezer services to industry ranging from minus 40°C to minus 60°C degrees. Most refrigerated warehouses move large volumes of stock to and from their sites. The shelf life of products that need to be stored in a refrigerated warehouse is considerably shorter than other goods stored in a general warehouse.

### Distribution Centres

The main function of a distribution centre is to temporarily store goods that have been sourced on a local, national and international level. Smaller batches of products are then grouped together and forwarded to each company store as required. The consignments are then prepared for delivery to stores that cover metropolitan and regional areas. Stores continue to place orders to restock their shelves as they can not store large quantities of the products they sell. An example of this is a grocery chain that circulates the product lines that it sources from the distribution centre. Some centres operate 24 hours a day, 7 days a week and therefore may require shift and weekend work.

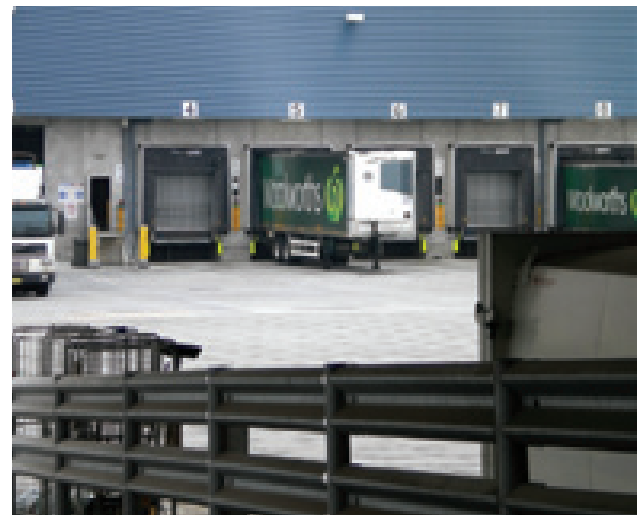
### Public Warehouses

The main purpose of a public warehouse is to lease out storage space for other companies to use. This is an alternative storage solution for companies that may have excess stock that their own facilities cannot accommodate. Some examples could include:

- storage of heavy machinery and equipment
- farmers storing excess harvest products
- retailers storing excess bulk purchases

### Self Storage

Container and self storage units are available to those who want to securely store items. These can range from cars, boats and furniture to important documents. Only the owner of the rented space has 24 hour access to their storage unit.





1-2 tonne. The forklifts will generally lift loads to approximately 4.5 metres.

Should you have any further queries about forklift safety and/or licensing, please visit the WorkSafeWA website [www.worksafe.wa.gov.au](http://www.worksafe.wa.gov.au).

### Operating a Forklift

In order to operate a forklift, participants must be at least 18 years of age and hold a national licence issued by WorkSafe. They must also have a sufficient grasp of basic mathematics and English to enable them to complete the written theory and practical components of the assessments. In addition to this, high visibility vests and safety boots must be worn at all times. If the forklift is to be driven on a main road the driver must also hold a valid class C licence. There are many providers that offer short courses in forklift operation and some companies will cover the cost of training.

### Common types of forklifts



#### Electric Pallet Trucks

These machines range in lifting capacity from 1,400kg-2,500kg. All models are electric and come either as a ride-on or as a walk behind. As the operator is not required to sit on the machine there is no requirement to have a licence. Electric pallet trucks are also referred to as pallet walkies or rider pallet trucks.



### Dangerous Goods

Extra caution needs to be taken when storing and handling dangerous goods such as flammable gases and explosives. It is critical to ensure compliance with regulations and workplace requirements. Relevant courses are available for anyone involved with dangerous goods in the warehousing and logistics industries.



#### Reach Forklifts

These machines are narrow and designed to manoeuvre around narrow aisle spaces, lifting loads up to 10 metres. They usually run on electricity and the operator either stands or sits in a sideways position to work the machine. They are mainly for internal use and not meant for carrying loads over long distances. A licence is required to operate this machine.



#### Counter balance forklifts

These trucks can be gas, diesel or electric powered and the operator needs a forklift licence. Their lifting capacity ranges from





## case study

JONATHAN POWELL  
SADLEIRS TRANSPORT

### What is your current job role?

I am a Check Labourer.

### What led you to choosing a career in Transport and Logistics?

My father, who works in transport, played an influential role in my decision to join the industry. I am fairly new to logistics as I have only been in the role for three months but it's definitely good to get some background information on what warehousing and logistics is all about before you start.

### Can you tell us a little about your job?

As a check labourer my duties involve checking freight and manifests, picking up plywood and carrying out general hand duties. I am earning a better rate of pay than my previous job and the role is helping me learn about the different types of cargo/product that come through the site. I also get to find out more about the processes involved with loading goods. The start times are early (6 am) but the job is interesting.

### Are there any opportunities for advancement and if so what are the roles and positions?

I'm certainly open and willing to undergo training as there are opportunities to transition to office based roles and other areas for those who are willing to progress.





## case study

TREVOR VOIGT  
LAMINEX GROUP

### What is your current job role?

I am a Distribution Centre Manager in a warehouse.

### How did you become involved with warehousing and logistics?

After 20 years of service in the military, I wanted to transition into civilian life. Warehousing and logistics seemed to have the closest links to the tasks and duties I performed in the military and that is where I started.

### What other positions have you previously held?

I have worked for a brewery as a warehouse manager and for a third party logistics company as Distribution Centre Manager. The principles and procedures remain the same and there is always a high level of expectation and accountability.

### What are some highlights of your current role?

Some of the highlights have been working with people and

developing and encouraging staff. There is a great sense of satisfaction when goals are attained and in some cases exceeded.

### What are some of the challenges you face working in the industry?

I would like to see a deeper appreciation by other departments about the processes involved with logistics. Understanding the procurement and despatch cycles will help departments work better and faster as a team.

### Has technology impacted/changed your job role?

Yes. The use of technology is very much alive in warehousing. Whilst systems and machines are upgraded, transitions are also being made from a traditionally hands-on environment to a fully automated warehouse.

### Do you have any advice for new entrants to the industry?

I firmly believe that achieving fundamental skills is the gateway to opening up opportunities. Qualifications therefore enhance the career prospects and options for people who choose to work in this sector.





## case study

**MATHEW BLACK**  
**JOHN DANKS AND SON**

### **What is your current job role?**

I am a Team Leader working in the warehouse for a hardware company.

### **As a team leader what are some of your responsibilities?**

I am responsible for the well-being and safety of the team that I work with. Leading a team of four, I report periodically on team and individual work accomplishments, problems, progress in mastering tasks and work processes.

### **What training have you undertaken?**

I have completed a Certificate IV in Warehousing and have also obtained a first aid certificate and forklift ticket.

### **What previous job role have you held?**

Before working in a dry goods warehouse I worked in cold storage as a forklift driver shifting, loading and unloading stock. Most of my skills were transferable with the only

major change being the temperature. Prior to getting my forklift ticket, I started out working as a picker collecting various items for customer orders. I have also worked as a dispatch hand.

### **What do you find interesting about your role?**

The growth of the business and the industry is creating a lot of opportunities. The use of new technology is exciting and is helping our day-to-day operations become more efficient and accountable. The computer programs we use have evolved, enabling us to track and trace stock as well as using live data to monitor and control inventory levels.

### **Do you have any advice for someone considering work in warehousing?**

Work hard and apply yourself. There is more to warehousing than what meets the eye. In addition to the safety and physical aspects of the job, multitasking and working under pressure may be required.



# how to progress

The charts detailed below will assist in highlighting the various requirements needed for roles found in warehousing. This information is to be used as a guide as some companies may require more experience/qualifications depending on the role and type of work involved. More examples can be found on the LTC website.

## STORE PERSON

Other terms used for this role: Store Assistant, Pick Packer, Despatch Hand, Warehouse Assistant

	TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
ENTRY LEVEL	<ul style="list-style-type: none"> <li>Checking supplies are in stock</li> <li>Assisting other warehouse staff</li> <li>Completion of stock order reports</li> <li>Order pick/packing</li> <li>Restocking shelves</li> <li>Forklift operation</li> </ul>	<ul style="list-style-type: none"> <li>Communication skills</li> <li>Literacy skills</li> <li>Numeracy skills</li> <li>Manual handling</li> <li>Adaptable attitude</li> <li>Team player</li> <li>Forklift and driver's licence desirable</li> </ul>	<ul style="list-style-type: none"> <li>Experience valuable but not always essential to gain employment at this level</li> <li>Commitment, enthusiasm and good attitude are all more essential than experience</li> <li>Proven positive attitude towards health &amp; safety of self/of others at work</li> </ul>	Certificate II in warehousing	<ul style="list-style-type: none"> <li>Team leader</li> <li>↓</li> <li>Supervisor</li> <li>↓</li> <li>Assistant Warehouse Manager</li> </ul>

## SUPERVISOR OR TEAM LEADER OR ASSISTANT WAREHOUSE MANAGER

	TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
MIDDLE MANAGEMENT	<ul style="list-style-type: none"> <li>Budget monitoring</li> <li>Transport management</li> <li>Store security</li> <li>Customer service</li> <li>Monitoring movement of stock</li> <li>Health and safety awareness- staff training</li> <li>Production of reports – for other departmental managers</li> <li>Staff supervision – (employment, training, staff appraisals, discipline)</li> </ul>	<ul style="list-style-type: none"> <li>Communication skills</li> <li>Numeracy and literacy skills</li> <li>Organisational skills</li> <li>Adaptability</li> <li>Customer focused</li> <li>Problem solver</li> <li>Team player</li> </ul>	<ul style="list-style-type: none"> <li>2-3 years' warehousing experience</li> <li>Knowledge of stock control systems</li> <li>Record of proven staff supervision</li> <li>Knowledge of health and safety regulations, hazards and dangers in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>New entrants at this level may be expected to hold transport and logistics qualifications at Certificate III level</li> <li>For internal promotions, proven experience can be worth more than qualifications</li> </ul>	<ul style="list-style-type: none"> <li>Senior Manager</li> <li>or</li> <li>Deputy General Manager</li> </ul>

## SENIOR MANAGER OR DEPUTY GENERAL MANAGER

	TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
SENIOR MANAGEMENT	<ul style="list-style-type: none"> <li>Budget monitoring</li> <li>Monitoring and improving current systems</li> <li>Future planning</li> <li>Goods security</li> <li>Health and safety control</li> <li>Junior manager appraisals</li> <li>Budget control/target setting</li> <li>Organisation of staff and rosters</li> <li>Supplier quality analysis</li> </ul>	<ul style="list-style-type: none"> <li>Communication skills</li> <li>Leadership</li> <li>Organisation skills</li> <li>Strong numeracy and literacy skills</li> <li>Result driven attitude</li> <li>Customer focused</li> <li>Project management</li> </ul>	<ul style="list-style-type: none"> <li>3-5 years' warehousing management experience</li> <li>Understanding of employment law</li> <li>Proven staff supervision</li> <li>Extensive knowledge of health and safety regulations</li> <li>Knowledge of stock control systems</li> <li>Experience of working with unions/ industry working groups</li> </ul>	<ul style="list-style-type: none"> <li>Health and safety qualification</li> <li>Business degree and/or relevant work experience</li> <li>Completion of all necessary in-house training</li> </ul>	<ul style="list-style-type: none"> <li>General Operations Manager</li> <li>or</li> <li>Business Development Manager</li> <li>or</li> <li>District Controller</li> </ul>



# logistics



how to move  
goods

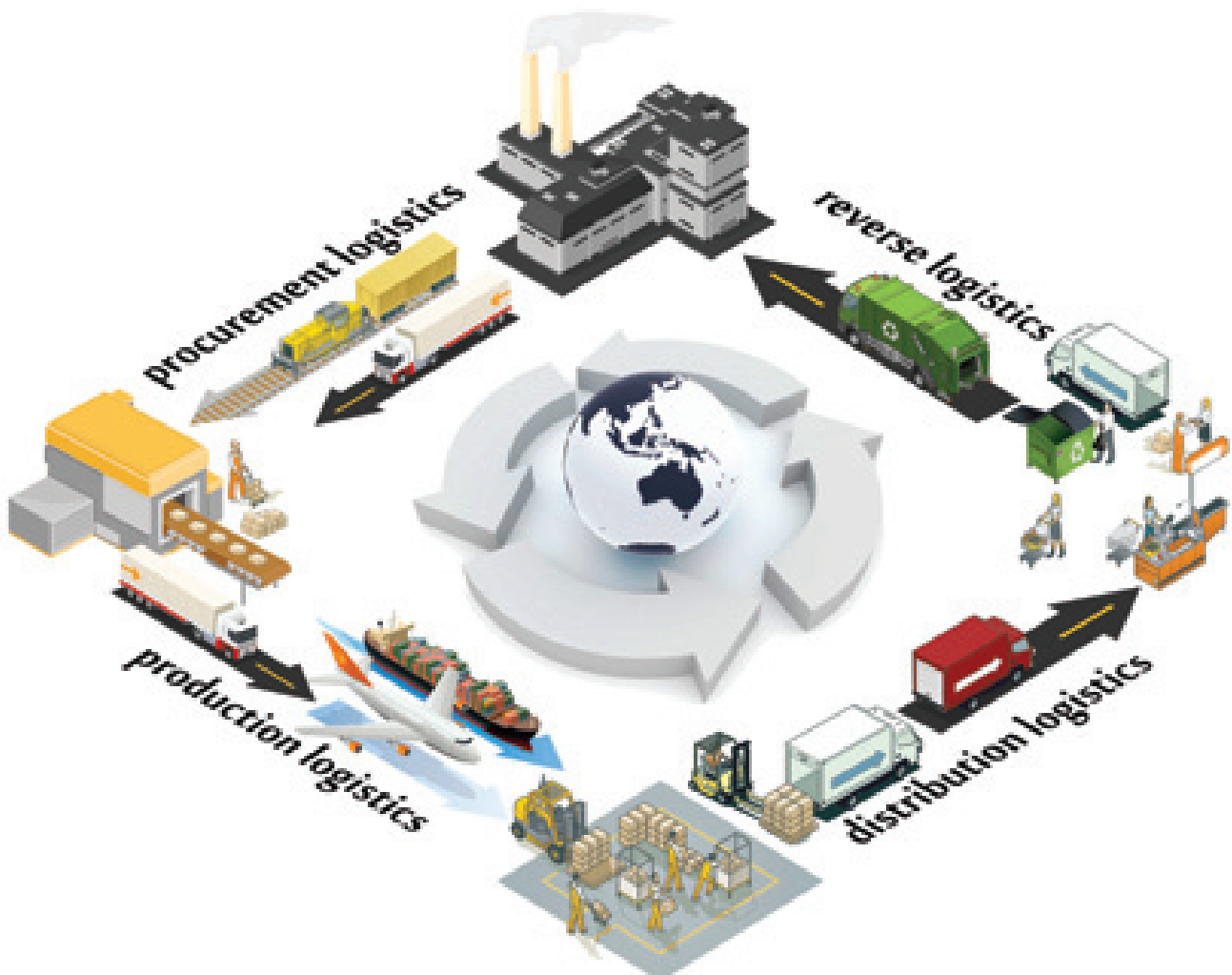
# logistics

**Logistics is the management of the supply chain, controlling the movement of goods from the point of origin to the point of destination using the most efficient, cost effective methods.**

To ensure that a product arrives at your door or local shop on time requires the managed integration of a number of connected industries including transportation, warehousing, packaging and material handling. The movement of goods generates complex information regarding the location, destination and number of products to be delivered.

An example is the movement of iron ore. As raw ore exits a mine on its long journey to become the finished product, every move is planned, monitored and controlled. In this journey, there are four main steps:

- **Procurement Logistics** – moving raw materials to the factory
- **Production Logistics** – the internal movement of products
- **Distribution Logistics** – moving goods from the factory and distributing goods to the market
- **Reverse Logistics** – the recycling of materials and the return of unwanted goods to the factory



**Supply chain concept**



### Procurement logistics

Procurement logistics is the journey of raw materials, tools and operational supplies to a manufacturer, including the purchase of new and replacement parts.

Benefits can include:

- receipt of goods direct from any location
- sourcing of materials at the best price
- negotiation of short shipping times

### Production Logistics

Production logistics is about ensuring that the workstations and machinery of a given manufacturer are producing optimally. It is about the efficient production of goods and involves the following:

- good planning methods
- streamlining the layout and production process
- ability to remove inefficiencies and replace with improved methods

Responding to customer demands or adapting to new technologies often requires the use of new machinery which in turn presents the opportunity for increasing time and capital efficiencies in the production system.

### Distribution Logistics

Delivering the goods of a producer to a consumer involves the ever-moving network of distribution logistics. This process involves everything from order processing and warehousing to the transportation of the finished goods. The diversity of distribution logistics involves types of delivery from a supermarket restocking directly from the producer to a person receiving a delivery to the door.

### Reverse/Disposal Logistics

As the name suggests, there is backwards movement of goods to their point of origin, eg suppliers and manufacturers. Companies are realising it is essential to have sound processes and policies in place for the return of goods. This has led to diverse operational activities that range from the recycling of plastics, bottles and glass to returning an item of clothing that is the wrong size.

### Third Party Logistics

Third party logistics (3PL) involves using external organisations to execute logistics activities previously done in-house. An example would be when a company with its own warehousing facilities decides to source external transportation.



## Technology

Systems and tools are continually being developed to better manage the flow of products and services. Similar to the scanners used in retail stores, radio frequency scanners help workers complete accurate customer orders. Some companies use voice technology that allows verbal communication with the warehousing management systems through a headset and microphone. These systems assist with monitoring the internal movement of products and allow access to live data on stock levels. When integrated with a transport management system, users have the ability to track and trace goods as they make their way around the world.







## case study

**BELINDA BESSEL**  
**WA FREIGHT GROUP**

### What is your current job role?

I am an operations clerk with an express freight company.

### What existing skills were you able to use when you first started in your role?

I have made good use of my customer service and people skills to communicate with internal and external clients. Having previously worked in banking as a teller, some aspects of my day-to-day operations are similar in nature.

### What are some of your duties?

My job role includes processing paperwork for outgoing freight and switchboard duties. It is important that the correct information is recorded and that any irregularities are investigated and corrected. This minimises delays and makes work flow as smoothly as possible.

### Have you undertaken any training?

I am about to complete a Certificate III in Logistics and am looking forward to commencing my Certificate IV. A short course on dangerous goods has also helped bring me up to speed with the laws and duty of care relating to the storage and transport of these types of goods.

### What is a typical working week like?

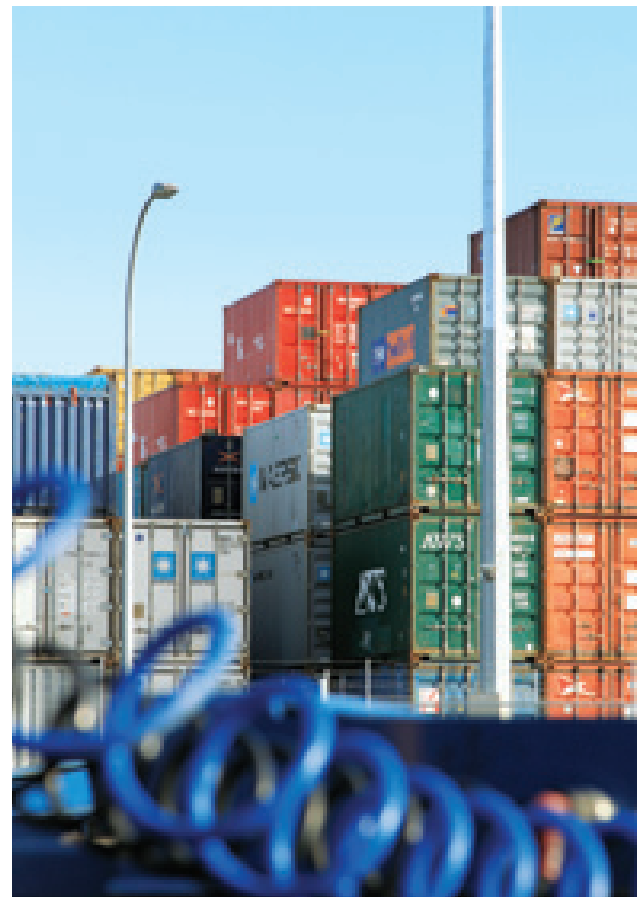
On average, I work approximately 38 hours a week. As part of the job involves dealing with Eastern States based companies, I often have varied start and finish times. Mondays and Fridays tend to be the busiest as there are large volumes of inbound and outbound freight transported over the weekend.

### Are there any opportunities for advancement?

There are a number of administrative roles as well as customer relations.

### Do you have any tips for someone thinking of joining Transport and Logistics?

I think it would be beneficial to have background knowledge and an appreciation for the process that is involved with getting goods from A to B.





## case study

**NATHAN DIXON**  
**SADLEIRS TRANSPORT**

### What is your current job role?

I am a terminal manager for a freight logistics company.

### What are some of your responsibilities?

I am responsible for running fleet control, coordinating drivers and organising loads. This process involves determining where to place particular loads, monitoring forklift operators and supervising the actual loading process.

### What are some of the highlights of your line of work?

Not only do I get satisfaction from completing tasks but I find it rewarding when no complaints come back from customers. Though it may be a lot of work at times, the advantage of having worked in all the roles I oversee certainly helps a lot. The work done in one area of the business has a direct impact on other operational areas.

### How did you become a terminal manager?

Once I obtained my forklift ticket, I moved from being a check labourer to become a forklift driver. I then progressed to a leading hand position and then on to terminal

supervisor before becoming the manager. The exposure and experiences I gained at all these levels prepared me for the day to day tasks and challenges. Progression is not an overnight process but comes with experience.

### Have you undertaken any training?

I have completed training leadership management, load restraint, courses on LPG and petrol safety as well as quarantine safety. I would like to do more training, particularly in the area of handling dangerous goods.

### Have you always worked in logistics?

No. I previously worked in technical support for a publishing company before I relocated to Perth. I was referred by a friend for a check labourer vacancy and since joining I decided to become more involved.

### Were you able to easily transfer skills from another sector?

Yes, I used my customer service skills for communicating with others and a positive attitude which helps with learning new things.

### What advice would you give to someone thinking of a career in logistics?

Transport and logistics is not limiting at all. I encourage anyone interested to get involved. If you are already working in logistics, don't just quit when you feel the need for something more challenging. Go and talk to your manager about possible opportunities in other operational areas.



## case study

TONY SCAGLIONE

### What is your current job role?

I am a logistics manager.

### What are some of your duties?

My work involves overseeing warehouse activities, ensuring occupational health and safety procedures are followed and dealing with site security and bulk deliveries.

### Can you describe your career pathway?

I have been with the same company for the past 15 years. I have learnt a considerable amount and have held a number of positions since I first joined in a graduate entry position. I started off in marketing but later switched to a better suited role in logistics as an analyst. It was there that I had the chance to become a project manager. I then transitioned to a warehouse manager and progressed to a manufacturing manager position. My previous roles have provided me with a deeper understanding and appreciation of how the company operates. Sometimes stepping up to a challenge and saying yes is the first step needed to determine your next career move.

### What training have you undertaken?

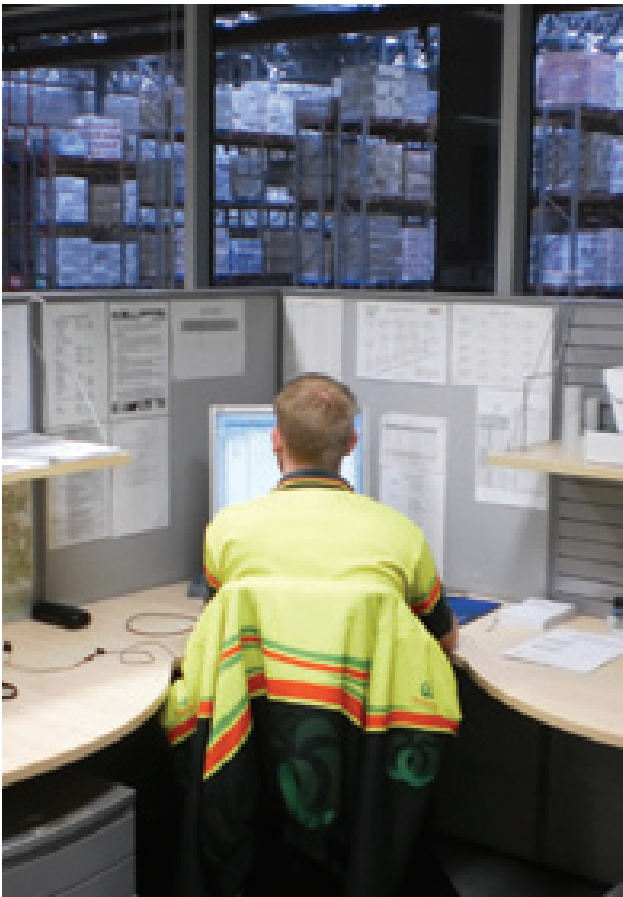
I have seized every opportunity to upskill myself through in-house training, a company-supported Diploma in Logistics and some systems training. As the learning process in this field is continual, I am keen to further explore the areas of safety and the supply chain. This knowledge, in combination with the experience gained over the years, will lead to some great roles being made available to me. I have also completed a Bachelor's Degree in Marketing.

### What are some of the challenges you face working in your industry?

Attracting and retaining good staff is a challenge - getting that desired combination of skills is hard to find. Despite the ups and downs that you would find in any business, I remain excited about this growth phase and the increasing recognition the supply chain is getting in industry circles.

### What advice would you give to someone thinking of a career in logistics?

There are many career advancement opportunities for those considering a career in logistics. Systems and processes are becoming more sophisticated as companies now operate in a global village. Good communication skills are desirable qualities to have when working in warehousing and logistics.



# how to progress

## TRANSPORT ASSISTANT OR LOGISTICS ASSISTANT

Role may be referred to as Logistics Assistant, Administrative Assistant, Freight Documentation Clerk

	TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
ENTRY LEVEL	<ul style="list-style-type: none"> <li>Route planning</li> <li>Managing despatch &amp; receipt records</li> <li>Monitoring customer quality of service</li> <li>Organising delivery staff</li> <li>Monitoring business budgets</li> <li>Monitoring driver hours - (legal issues)</li> </ul>	<ul style="list-style-type: none"> <li>Communication skills</li> <li>Literacy skills</li> <li>Numeracy skills</li> <li>Good memory</li> <li>Adaptable</li> <li>Team player</li> <li>Organising skills</li> </ul>	<ul style="list-style-type: none"> <li>Courier</li> <li>Route planning</li> <li>Computer skills</li> <li>Stock control experience</li> <li>Customer service</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety qualification</li> <li>Depending on employer and nature of work, a driving licence and or forklift ticket may be essential</li> <li>Certificate II in Logistics</li> <li>Other online courses</li> </ul>	<ul style="list-style-type: none"> <li>Transport Scheduler</li> <li>or</li> <li>Trainee Manager</li> <li>or</li> <li>Logistics Coordinator</li> </ul>

## TRANSPORT SCHEDULER

This role may be referred to as: Transport Controller, Logistics Co-ordinator

	TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
POST ENTRY	<ul style="list-style-type: none"> <li>Customer contact (improve service provided)</li> <li>Route planning and vehicle maintenance completed properly</li> <li>Ensuring staff are aware of health and safety issues</li> <li>Security of stock and vehicles</li> <li>Working together with other managers to ensure best results for the business are achieved</li> </ul>	<ul style="list-style-type: none"> <li>Communication skills</li> <li>Negotiation skills</li> <li>Well organised</li> <li>Computer literacy</li> <li>Adaptable</li> <li>Team player</li> <li>Problem solving</li> <li>Driving licence may be required</li> </ul>	<ul style="list-style-type: none"> <li>2-3 years' work experience is often requested</li> <li>Experience of working to deadlines</li> <li>Aware of the 'working time directive' and driver legislation</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety qualification</li> <li>Some companies have graduate recruitment drives on a yearly basis beginning at this level</li> <li>Certificate III in Logistics</li> <li>Other online courses</li> </ul>	<ul style="list-style-type: none"> <li>Logistics Manager</li> <li>or</li> <li>Head of Logistics</li> <li>or Logistics Team Leader</li> </ul>

## LOGISTICS MANAGER

This role may be referred to as: Head of Logistics or Logistics Team Leader

	TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
MIDDLE MANAGEMENT	<ul style="list-style-type: none"> <li>Budget setting and budget control</li> <li>Report on staff performance</li> <li>Working with stores and product department</li> <li>Security of stock and vehicles</li> <li>Monitoring and implement of business strategies</li> </ul>	<ul style="list-style-type: none"> <li>Customer focused</li> <li>Communication skills</li> <li>Computer skills</li> <li>People and project management skills</li> <li>Results driven attitude</li> <li>Well organised</li> </ul>	<ul style="list-style-type: none"> <li>3-5 years' work experience is often requested</li> <li>Proven staff management</li> <li>Experience of working to deadlines</li> <li>Experience of implementing cost reduction policies</li> <li>Knowledge of employment law</li> </ul>	<ul style="list-style-type: none"> <li>Degrees are often required</li> <li>Senior management positions are often filled externally</li> <li>Generally employers prefer to promote internally on merit and experience alone</li> <li>Certificate IV in Logistics</li> <li>Diploma in Logistics</li> <li>Other online courses</li> </ul>	<ul style="list-style-type: none"> <li>General Operations Manager</li> <li>or</li> <li>District Controller</li> <li>or</li> <li>Business Development Manager</li> </ul>

## GENERAL OPERATIONS MANAGER

	TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
SENIOR MANAGEMENT	<ul style="list-style-type: none"> <li>Management of all resources</li> <li>Budget setting</li> <li>Business plan development</li> <li>Junior manager assessments</li> </ul>	<ul style="list-style-type: none"> <li>Motivator with excellent leadership and team building skills</li> <li>Excellent communicator</li> <li>Excellent organisational skills</li> <li>Strategic awareness</li> <li>Business optimisation skills</li> </ul>	<ul style="list-style-type: none"> <li>6-10 years' work experience in management</li> <li>Experience of industrial relationships can be required in larger organisations</li> <li>Any member of staff with the right attitude can progress through to this level through internal promotions</li> </ul>	<ul style="list-style-type: none"> <li>All in-house training schemes will usually be completed before any individual can progress to the top level through internal promotion in most businesses</li> <li>Graduate and post graduate qualifications are often required for external job applicants</li> <li>Workplace experience and in-house training are highly valued</li> </ul>	<ul style="list-style-type: none"> <li>General Operations Manager</li> <li>or</li> <li>District Controller</li> <li>or</li> <li>Business Development Manager</li> </ul>

# career pathways

The diagram below illustrates the career pathway options available in warehousing and logistics.

New entrants to the sector often start off with entry level positions such as labourers, pick packers and storepersons. The gradual progression is illustrated from left to right, leading to job roles operating at a higher level. It should be noted that different companies may use slightly different titles to the

ones indicated. Common alternative terms used by industry are given in the job title charts that follow. The corresponding qualifications that align with the jobs are categorised by the columns at the top section of the pathway chart. There are also multiple entry points into these two sectors for career changers. The entry point is usually determined by experience and/or skill level. Examples of career changers can include self employed individuals, existing workers from related areas and even those who transfer from another operational area within the same company.



# study options

As we have seen, a career in warehousing and logistics can follow any number of pathways. The following table gives details of vocational education and training options to start you on your way. A wide range of qualifications is covered, from base level right through to tertiary level. For a comprehensive and up-to-date list of training providers who deliver qualifications in these two sectors, please visit the LTC's website.

QUALIFICATION TYPE	Certificate II	Certificate III	Certificate IV	Diploma/Advanced Diploma	Degree and above
<b>OUTLINE</b>	Graduates at this level will have gained knowledge and skills for work in a defined environment and can go on to further learning	Graduates at this level will have gained theoretical and practical workplace knowledge and skills and can go on to further learning	Graduates at this level will have gained theoretical and practical knowledge and skills for a combination of specialised work, skilled work and/or further learning	Graduates at this level will have gained specialised knowledge and skills for skilled/professional work and/or further learning	Graduates at this level will have broad and comprehensive understanding and skills for professional work and/or learning
<b>QUALIFICATIONS AVAILABLE IN TRANSPORT AND LOGISTICS</b>	Warehousing Operations Logistics	Warehousing Operations Logistics International Freight Forwarding (Operator)	Warehousing Operations Logistics Materiel Logistics International Freight Forwarding (Senior Operator)	<b>Diploma of Materiel Logistics</b> <b>Diploma of Logistics</b> <b>Diploma of Deployment Logistics</b> <b>Advanced Diploma in Materiel Logistics</b> <b>Advanced Diploma in Deployment Logistics</b>	<b>Bachelors Degree</b> <b>Graduate &amp; Vocational Graduate Certificate</b> <b>Graduate &amp; Vocational Graduate Diploma in Logistics, Supply Chain Management</b>
<b>OTHER QUALIFICATION AREAS</b>			Management	Business, Marketing, Management, Defence Force	Business, Marketing, Management
<b>JOB ROLES</b>	Labourer Pick Packer Store Person	Leading Hand Forklift Operator Dispatch Hand Operations Clerk Courier Logistics Coordinator	Section Leader Supervisor Terminal Supervisor Terminal Manager Inventory Controller Line Haul Coordinator Team Leader Fleet Controller Transport Planner	Operations Supervisor Parcel Manager Warehouse Manager Logistics Analyst Supply Chain Customer Service Manager Contracts Manager Regional Customer Service Manager	Operations Manager Branch Manager Distribution Centre Manager Logistics Manager Supply Chain Manager Business Development Manager General Operations Manager State Manager

# additional training

This type of training can be offered to staff either through in-house training or outsourced to an external training provider. These are mostly short courses that add value to the processes and duties carried out by individuals working in warehousing and logistics. Some of these courses may include:

- Company inductions
- Customer service
- Time management
- Occupational health and safety procedures
- Manual handling
- Dangerous goods awareness
- Dangerous goods storage and handling
- Forklift training
- Order picker forklift training
- Supervisor training
- Phone manners
- Workplace communication
- Team building
- Absence management/ Good health and hygiene
- Software packages
- Use of radio frequency devices and scanners
- Use of inventory management software systems
- First aid

# useful links

- Australian Warehousing Association (AUSWA) ..... [www.auswa.asn.au](http://www.auswa.asn.au)
- Careers Centre ..... [www.getaccess.wa.gov.au](http://www.getaccess.wa.gov.au)
- Joboutlook ..... [www.joboutlook.gov.au](http://www.joboutlook.gov.au)
- LINC (Logistics Information & Navigation Centre)..... [www.the-linc.com.au](http://www.the-linc.com.au)
- Logistics Association Australia ..... [www.laa.asn.au](http://www.laa.asn.au)
- Logistics Training Council (LTC) ..... [www.logisticstc.asn.au](http://www.logisticstc.asn.au)
- Supply Chain & Logistics Association Australia ..... [www.sclaa.com.au](http://www.sclaa.com.au)
- Myfuture..... [www.myfuture.edu.au](http://www.myfuture.edu.au)
- Transport and Logistics Skills Council (TLISC) ..... [www.tlisc.org.au](http://www.tlisc.org.au)
- WorkSafe Australia ..... [www.worksafe.wa.gov.au](http://www.worksafe.wa.gov.au)

### **Mission Statement**

To be the key resource for strategic analysis and advice on vocational education and training in the Transport and Logistics industry and the driving force in introducing effective long-term training solutions to industry.

**AVIATION**

**LOGISTICS**

**MARITIME**

**POSTAL**

**RAIL TRANSPORT**

**ROAD TRANSPORT**

**STEVEDORING**

**WAREHOUSING**

**WHOLESALE**

The Logistics Training Council's professional staff  
will assist with all your queries.

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**Fax: (08) 9388 8784**

**E-mail: [logistics@logisticstc.asn.au](mailto:logistics@logisticstc.asn.au)**

**PO Box 7033  
SHENTON PARK WA 6008**

**17 Lemnos Street  
SHENTON PARK WA 6008**

The Logistics Training Council website has a wide range of industry and training information regarding news and events, careers, workforce development, traineeships, training packages, resources and links to other useful websites.

**[www.logisticstc.asn.au](http://www.logisticstc.asn.au)**