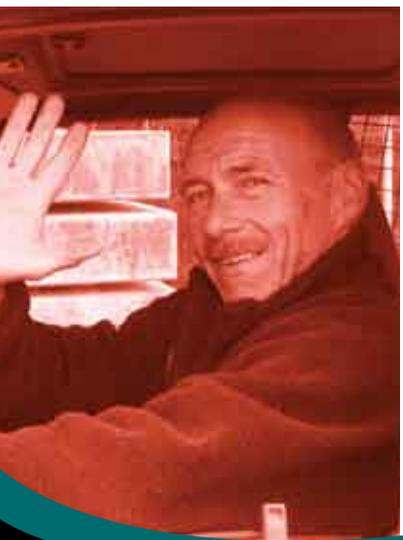


WANT TO DRIVE

HOW DRIVEN ARE YOU?



Real opportunities with real earning potential.



There is so much more to the trucking industry than you probably realize.

Sure, we understand that drivers are the face of the industry, but the truth is that there is a whole team of people behind them making sure everything reaches its destination. That's why, when you look into the trucking industry, one thing becomes real clear: there are many opportunities in a variety of different areas, including driving, operations, cargo, maintenance and the Allied Trades. Each of these areas provide excellent opportunities to earn a good living, and plenty of opportunity for you to develop a career in this dynamic industry.

As you explore these pages, you'll learn that trucking is about so much more than just driving – or “steering and gearing,” as we call it in the industry. You'll see that the Canadian trucking industry is about high-paying challenging jobs that differ greatly from one to the next. You could be a driver, but you might also work in vehicle maintenance, fleet operations or cargo management. Or, your job might help support the overall industry through one of the Allied Trades.

The trucking sector is filled with companies that are always on the lookout for fresh talent. And if the array of positions doesn't grab you, then the opportunity to earn a good wage in a great industry might.

We encourage you to visit the new truckingcareers.ca website to learn more about how these positions progress from one to another and to see a comprehensive video gallery of real people from the industry.

Everything here has been geared to help you explore a new career in Canada's trucking industry! Good luck – we hope to help you down the right road.

CANADIAN TRUCKING HUMAN RESOURCES COUNCIL

203-720 Belfast Rd.

Ottawa, Ontario K1G 0Z5

Tel: 613-244-4800

www.cthrc.com / info@cthrc.com

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How driven are you?

Do you feel that there's no better place to be than behind the wheel?

If so, why not make a career out of it? In this section, you'll be able to explore a variety of driving and driving-related positions available to you – and learn about the exciting career opportunities your experience as a driver can lead to.

If you'd like to work close to home, you may want to explore these opportunities:

- > **Local Pick-up and Delivery Driver**
- > **Short-haul Driver**

If you enjoy the freedom of driving long distances, one of these positions may be for you:

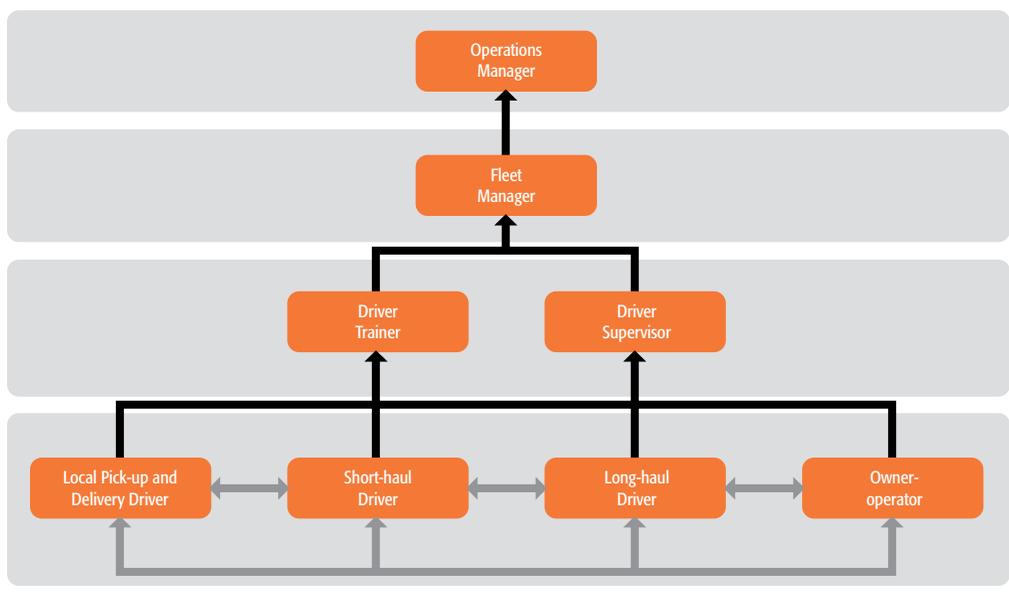
- > **Domestic and International Long-haul Driver**
- > **Owner-operator**

If you love the lifestyle of driving and want to build your career beyond the cab, perhaps you should explore these opportunities:

- > **Driver Trainer**
- > **Driver Supervisor**
- > **Fleet Manager**
- > **Operations Manager**

This is a great time to join the trucking industry. There's a high demand for professional drivers in all areas of the industry. We hope to see you behind the wheel soon!

THE OPPORTUNITY FOR CAREER PROGRESSION AND GROWTH IN THIS INDUSTRY IS LIMITLESS. EXPLORE THE ROAD YOU CAN TRAVEL.



Local Pick-up and Delivery Driver

Want to work close to home?

If you love to drive and also like the idea of working close to where you live, becoming a Local Pick-up and Delivery Driver may be the perfect option for you.

WHAT WOULD I DO?

As a Local Pick-up and Delivery Driver, you'll be responsible for picking up and delivering small shipments within a well-defined area of town. In fact, a Local Pick-up and Delivery Driver will likely drive a smaller truck, such as a pick-up truck or cube van. In some cases, though, you may drive a tractor-trailer.

Local Pick-up and Delivery Drivers are usually responsible for planning their own route and for ensuring that shipments are delivered or picked up in the most efficient way possible. It will help if you're familiar with your delivery area and are very good at reading maps.

Other useful skills and attributes that will help you as a Local Pick-up and Delivery Driver include:

- customer service skills
- interpersonal skills
- a good work ethic
- the ability to work without supervision
- computer skills (Internet, word processing)

WHERE WOULD I WORK?

As a Local Pick-up and Delivery Driver, there are a variety of choices available to you when looking for a job. Opportunities exist in both large and small companies. For example, you could work with a local courier or at a large transportation company.

Work hours vary for Local Pick-up and Delivery Drivers, but usually, they are structured around the traditional Monday to Friday 9 to 5 work week.

HOW MUCH WOULD I GET PAID?

Local Pick-up and Delivery Drivers are typically paid by the hour or by the load. Your annual salary will be influenced by your location and the size of the company you work for.

Statistics show that:

- most workers earn between \$38,941 and \$48,941 per year
- the national average salary is \$47,040 per year

In addition, some companies may offer performance and safety bonuses, as well as comprehensive benefits packages, including health, dental, retirement, meal allowances and more.

HOW DO I GET TO BE A LOCAL PICK-UP AND DELIVERY DRIVER?

Becoming a Local Pick-up and Delivery Driver depends on several factors, including education, technical training, physical fitness and more. If you want to follow this career path, here are some conditions you may have to meet:

Education

Although there are no mandatory education requirements, most new drivers have at least:

- a high school education and/or
- a trade or vocational certificate at the community college level

Technical Training/Certification/Licensing

This usually depends on where you live based on local regulations. Different employers have their own unique requirements, such as regular refresher training or specific training. Examples include:

- training to obtain a Class 3 (Ontario Class D) licence (straight truck) or Class 1 (Ontario Class A) licence (articulated trucks)
- air brake endorsement (if air brakes are used on the equipment you'll be driving)
- Transport Dangerous Goods (TDG) endorsements (if you're transporting hazardous materials)
- other Occupational Health and Safety (OH+S) training (for example, first aid or Workplace Hazardous Materials Information Systems)

Physical/Medical

You'll have to pass medical screening and you may have to be tested for drug and alcohol use.

Language

There is no specific language requirement to work as a Pick-up and Delivery Driver.

Other Attributes

You must be at least 18 years old, though some companies may require you to be older for insurance purposes. In some cases, a company may check for a criminal record or have a background check done on you. A clean driving record is a must. Strong customer service skills, communication skills, mechanical skills and computer skills are all useful as well.

WHERE WOULD I GO FROM HERE?

How your career moves ahead depends on your goals. However, starting your driving career as a Local Pick-up and Delivery Driver may lead to many different opportunities, including short-haul driving or domestic and international long-haul driving.

But you're not just limited to other driving positions. You can move to a career within the industry as well, including:

- Driver Supervisor
- Driver Trainer
- Dispatcher
- Fleet Manager
- Dock/Terminal Supervisor
- Other management or support positions

Please note that most of these positions may require additional education and/or training, as well as experience.

HOW DO I GET STARTED?

If you're interested in learning more about becoming a Local Pick-up and Delivery Driver, please check your local Yellow Pages under "Delivery" and contact the companies listed to see what their requirements are for employment.



Short-haul Driver

Take your driving a little further.

Go further with your career, but keep your weekends and evenings for your family. As a Short-haul Driver, you'll be on the road all day, but back home to tuck your kids in at night.

WHAT WOULD I DO?

As a Short-haul Driver, you'll usually leave your terminal early in the morning, setting out to make a series of deliveries and pick-ups that are within a half a day's drive or so. In some instances, Short-haul Drivers may be responsible for loading and unloading their trucks, so a reasonable level of physical fitness is required. In addition, customer service skills, mechanical skills and computer skills are all useful for this career.

WHERE WOULD I WORK?

If you choose to become a Short-haul Driver, you could work for any number of local transport companies doing Full Truck Load (FTL) deliveries within a local or defined area. As a Short-haul Driver, your workday is likely to be a little longer than 10 hours.

If you work for a carrier that also does long-haul driving, it may be possible for you to be a Short-haul Driver and a Long-haul Driver for the same employer.

HOW MUCH WOULD I GET PAID?

Short-haul Drivers are usually paid by the hour, by the load or by mileage. Your annual salary will be influenced by your location and the size of the company you work for.

Statistics show that:

- most workers earn between \$38,401 and \$56,042 per year
- the national average salary is \$47,742 per year

In addition, some companies may offer performance and safety bonuses, as well as comprehensive benefits packages, including health, dental, retirement, and more.

HOW DO I GET TO BE A SHORT-HAUL DRIVER?

Becoming a Short-haul Driver depends on several factors, including education, technical training, physical fitness and more. If you want to follow this career path, here are some conditions you may have to meet:

Education

Although there are no mandatory education requirements, most new drivers have at least:

- a high school education and/or
- a trade or vocational certificate at the community college level

Technical Training/Certification/Licensing

Education requirements differ from region to region. Each employer has their own specific requirements, such as regular refresher training or industry-specific training.

Examples include:

- training to obtain a Class 3 (Ontario Class D) licence (straight truck) or Class 1 (Ontario Class A) licence (articulated trucks)
- air brake endorsement (if air brakes are employed on the equipment you'll be driving)
- Transport Dangerous Goods (TDG) endorsements (if you're transporting hazardous materials)
- other Occupational Health and Safety (OH+S) training (for example, first aid or Workplace Hazardous Materials Information Systems)

Physical/Medical

You'll have to pass medical screening and you may have to be tested for drug and alcohol use.

Language

There is no specific language requirement to work as a Short-haul Driver.

Other Attributes

You must be at least 18 years old to work as a Short-haul Driver, though some companies may require you to be older for insurance purposes. In some cases, a company may check for a criminal record or have a background check done on you. A clean driving record is a must. Strong customer service skills, communication skills, mechanical skills and computer skills are all useful as well.

WHERE WOULD I GO FROM HERE?

How your career moves ahead depends on your goals. However, starting your driving career as a Short-haul Driver may lead to many different opportunities, including domestic and international long-haul driving. But you're not just limited to other driving positions. You can move to a career within the industry as well, including:

- Driver Supervisor
- Driver Trainer
- Dispatcher
- Fleet Manager
- Dock/Terminal Supervisor
- Other management or support positions

Please note that most of these positions may require additional education and/or training, as well as experience.

HOW DO I GET STARTED?

If you're interested in learning more about becoming a Short-haul Driver, the best place to start your job search is to consult Internet job boards or job ads found in industry magazines, such as *HighwayStar Magazine*, *Truck News* and *Today's Trucking*, to name a few.



Domestic and International Long-haul Driver

Feel the freedom of the open road.

If you've ever dreamed of driving a truck, you've probably imagined yourself behind the wheel of an 18-wheel rig, driving along the highway. You've thought about the freedom and what it would be like to be your own boss. Become a Domestic and International Long-haul Driver, and you can turn that dream into a reality.

WHAT WOULD I DO?

For a Long-haul Driver – also known as a Professional Transport Driver – driving is more than a career, it's a lifestyle. Why is that? Because a Long-haul Driver often covers long distances, and it's a position that not everybody is cut out for. Driving coast to coast or on long international routes all over North America may sound glamorous but, to be a successful Long-haul Driver, you must be comfortable leaving home for long periods of time and travelling alone.

The ideal candidate for a Long-haul Driver is someone who is well organized and skilled in trip and route planning. You'll go unsupervised for much of your job, so you must be responsible and able to work on your own. Since a great deal of trade between Canada and the United States moves by truck, a Long-haul Driver must be familiar with customs and border crossing requirements and procedures.

Long-haul Drivers may also be involved in loading and unloading vehicles, and other duties as well, including customer relations and business development.

WHERE WOULD I WORK?

If you choose to become a Long-haul Driver, essentially your office and living space are the inside of your cab. Many trucks are equipped with some of the comforts of home, such as bunks for sleeping, televisions, microwave ovens and fridges. In addition, many trucks include air ride driver's seats and an ergonomically designed control centre. These help the driver avoid muscle strains and back pain. As the technology in designing trucks improves, so do the creature comforts found in the trucks.

As a Long-haul Driver, you'll likely be employed by a carrier that hauls goods across the country and/or internationally. A small company will have only a few trucks on the road, while a large multinational trucking company will have a great

number of trucks on the road. There are many carriers in every region of the country. Some specialize in particular types of hauling (dry goods, bulk, petroleum, etc.) while others will haul almost any cargo they have the equipment to handle.

As a Long-haul Driver, your work day will be limited by hours of service. In fact, there are regulations that limit the number of hours a driver can be on the road. Nonetheless, the hours can be long, and time away from home will be a fact of life for a Long-haul Driver.

HOW MUCH WOULD I GET PAID?

Long-haul Drivers are usually paid by mileage. Your annual salary will be influenced by your location and the size of the company you work for.

Statistics show that:

- most workers earn between \$40,943 and \$69,640 per year
- the national average salary is \$55,797 per year

In addition, some companies may offer performance and safety bonuses, as well as comprehensive benefits packages, including health, dental, retirement, and more.

HOW DO I GET TO BE A DOMESTIC AND INTERNATIONAL LONG-HAUL DRIVER?

Becoming a Long-haul Driver depends on several factors, including education, technical training, physical fitness, language and more. If you want to follow this career path, here are some conditions you may have to meet:

Education

Although there are no mandatory education requirements, most new drivers have at least:

- a high school education and/or
- a trade or vocational certificate at the community college level

Technical Training/Certification/Licensing

Education requirements differ from region to region. Each employer has their own specific requirements, such as regular refresher training or industry-specific training.

Examples include:

- training to obtain a Class 3 (Ontario Class D) licence (straight truck) or Class 1 (Ontario Class A) licence (articulated trucks)
- air brake endorsement (if air brakes are employed on the equipment you'll be driving)
- Transport Dangerous Goods (TDG) endorsements (if you're transporting hazardous materials)
- other Occupational Health and Safety (OH+S) training (for example, first aid or Workplace Hazardous Materials Information Systems)

Physical/Medical

You'll have to pass medical screening and you may have to be tested for drug and alcohol use, particularly if you're transporting goods across the border.

Language

There is no specific requirement for domestic work. However, if you'll be driving across the border into the United States, you'll need to be proficient in English.

Other Attributes

You must be at least 18 years old to be a Long-haul Driver, though some companies may require you to be older for insurance purposes. In fact, you can only cross the border into the United States if you're 21 or older. In some cases, a company may check for a criminal record or have a background check done on you. A clean driving record is a must. Strong customer service skills, communication skills, mechanical skills and computer skills are all useful as well.

WHERE WOULD I GO FROM HERE?

How your career moves ahead depends on your goals.

However, after working as a Long-haul Driver, you may move into a different position within the industry as well, including:

- Driver Supervisor
- Driver Trainer
- Dispatcher
- Fleet Manager
- Dock/Terminal Supervisor
- Other management or support positions

Please note that most of these positions may require additional education and/or training, as well as experience.

HOW DO I GET STARTED?

If you're interested in learning more about becoming a Long-haul Driver, the best way to start your job search is to consult Internet job boards or job ads found in industry magazines, such as *HighwayStar Magazine*, *Truck News* and *Today's Trucking*, to name a few.

If you're a new driver (less than two years driving experience) with a licence, or if you're simply interested in becoming a Long-haul Driver, contact a local truck driver training school in your area and ask which carriers hire their graduates as Long-haul Drivers.



Owner-operator

Operate your own business from behind the wheel.

If you want to drive but also want to experience the challenge of operating your own business, becoming an Owner-operator is an excellent option. You'll still be out on the road, of course, but you'll also get to experience the responsibility and rewards of ownership.

WHAT WOULD I DO?

If you choose to become an Owner-operator, you're really choosing to become an entrepreneur. You'll own your own truck and "rent" it out, along with your driving services, to trucking companies. While the driving part of the job is the same as for any driver, an Owner-operator also owns the equipment, which means they're responsible for keeping it in good working order.

HOW MUCH WOULD I GET PAID?

As a small businessperson, Owner-operators are typically compensated on a mileage basis that is significantly higher than what a driver working directly for a company would receive. However, an Owner-operator must pay for all his/her operating expenses including fuel, insurance, vehicle maintenance and repairs.

Your annual salary will be influenced by your location and the size of the clients you work for, but Owner-operators will probably earn a higher rate than a paid employee. In return for these higher rates, Owner-operators are responsible for paying all expenses related to operating that truck. Fuel, licences, maintenance and insurance are just some of these expenses.

Statistics show that:

- most workers earn between \$79,418 and \$165,876 per year
- the national average for gross revenues is \$122,401 per year

In addition, some clients may offer performance and safety bonuses to qualifying Owner-operators, as well as other benefits.

HOW DO I GET TO BE AN OWNER-OPERATOR?

Business skills development courses for Owner-operators are becoming increasingly more popular, and more available. Anyone wishing to become an Owner-operator is advised to gain some experience as a company driver, and then take some business courses to assist with the business management side of being an Owner-operator. Entry-level business courses can be found at your local community college, while the Canadian Trucking Human Resources Council (CTHRC) offers a series of online courses to teach Owner-operators basic business skills.

In addition, an Owner-operator should be prepared to spend time and money to develop and review comprehensive contracts with carriers. This will ensure that both the Owner-operators and the carrier benefit from the business relationship.

WHERE WOULD I GO FROM HERE?

Working as an Owner-operator can lead you to many other career options. Look at different trucking companies as an example, and you'll see that their owners often started out as an Owner-operator. You could become a full-time employee driver for an established carrier, or move on to another position, including:

- Driver Supervisor
- Driver Trainer
- Dispatcher
- Fleet Manager
- Dock/Terminal Supervisor
- Other management or support positions

HOW DO I GET STARTED?

Carriers are always looking for Owner-operators to add to their stable of drivers. Your best bet to get started as an Owner-operator is to contact the local carriers within your region to see if they are hiring. You may also want to consult trucking-related job boards to find carriers looking to hire Owner-operators.

Driver Trainer

Teach others how to drive.

Passing your skills on to other drivers can be a very rewarding experience! So if you're the type who likes to teach people everything they need to know to succeed behind the wheel, this just may be the right career for you.

WHAT WOULD I DO?

When you consider the responsibility that rests on truck drivers' shoulders, it's easy to see how Driver Trainers play a vital role in the trucking industry.

As a Driver Trainer, you'll teach driving skills to driver trainees enrolled in formal training programs. Working at a trucking company, you'll give carrier-specific orientation and training to new drivers, refresher training for more experienced drivers and specialized training as required. In addition to training, many companies also rely on Driver Trainers to recruit, assess and hire drivers.

What would carrier-specific training involve? This could focus on types of loads, equipment, Transport Dangerous Goods (TDG) training or procedures related to health, safety and environmental protection.

In addition to technical skills as a driver, trainers need excellent communication and presentation skills, patience and diligence. Getting training about the principles of adult education/training is also helpful.

Computer literacy is another asset for Driver Trainers. That's because simulator technology for driver training is on the rise.

WHERE WOULD I WORK?

A Driver Trainer has choices. You can work at a truck driver training school, or at a number of different sized carriers. You'll find these types of jobs throughout the country.

The work hours tend to be kinder, with day shifts common. Some overnight travel may be required.

HOW MUCH WOULD I GET PAID?

Driver Trainers usually earn either a salary or are paid an hourly wage. Your annual salary will be influenced by your location and the size of the company you work for.

Statistics show that:

- most workers earn between \$49,499 and \$69,239 per year
- the national average salary is \$59,561 per year

In addition, some companies may offer performance and safety bonuses, as well as comprehensive benefits packages, including health, dental, retirement, and more.

HOW DO I GET TO BE A DRIVER TRAINER?

Virtually all Driver Trainers "come up from the ranks" and are highly experienced professional drivers in their own right. Selection is usually based on experience, driving record, the ability to communicate and a desire to teach.

Education

Although there are no mandatory education requirements, most new drivers have at least:

- a high school education and/or
- a trade or vocational certificate at the community college level

Technical Training/Certification/Licensing

This usually depends on where you live based on local regulations. Different employers have their own unique requirements, such as regular refresher training or specific training. Examples include:

- training to obtain a Class 3 (Ontario Class D) licence (straight truck) or Class 1 (Ontario Class A) licence (articulated trucks)
- air brake endorsement (if air brakes are employed on the equipment you'll be driving)
- Transport Dangerous Goods (TDG) endorsements (if you're transporting hazardous materials)
- other Occupational Health and Safety (OH+S) training (for example, first aid or Workplace Hazardous Materials Information Systems)
- specific training in instructional delivery, instructional design and adult education/learning principles

Physical/Medical

You'll have to pass medical screening and you may have to be tested for drug and alcohol use.

Language

Although there is no specific language requirement for a Driver Trainer, a Driver Trainer is expected to have excellent communication skills, both written and spoken.

Other Attributes

You must be at least 18 years old and have experience as a driver to be a Driver Trainer, though some companies may require you to be older for insurance purposes. In some cases, a company may check for a criminal record or have a background check done on you. A clean driving record is a must.

Strong customer service skills, communication skills, mechanical skills and computer skills are all useful as well. And, of course, a strong desire to teach!

WHERE WOULD I GO FROM HERE?

As a Driver Trainer, you can move up to management or supervisory positions in the industry. For example, you can become a:

- Fleet Manager
- Operations Manager

- Human Resources Manager
- Safety and Compliance Manager

HOW DO I GET STARTED?

If you're interested in becoming a Driver Trainer, you'll have to become a driver first. If you're already an experienced driver, it's best that you contact the local truck driver training institutes in your region to discuss what their hiring qualifications are for Driver Trainers. The same holds true if you're interested in working for a carrier in the role of a Driver Trainer.

Driver Supervisor

The people behind the drivers.

As a Driver Supervisor, you'll be the person behind the drivers every minute of their journey. Everyone will be looking to you for your advice, opinions and thoughts. That includes drivers, managers, executives and clients. You'll have to be comfortable in all areas of the operation – as well as dealing with people. If this sounds like a challenge you are up for, then read on to learn more.

WHAT WOULD I DO?

Driver Supervisors must ensure that all drivers working for the company meet all legal obligations and corporate standards. They see to it that the drivers are fully familiar with how to operate all equipment and respond to client needs. They also ensure that drivers follow the various hours of service regulations and other driver-specific rules, and that they receive the appropriate training to help them perform all job-related functions.

WHERE WOULD I WORK?

If you choose to become a Driver Supervisor, you can work at a trucking company in any region of the country.

HOW MUCH WOULD I GET PAID?

Driver Supervisors, like Long-haul Drivers, are usually paid by mileage. Your annual salary will be influenced by your location and the size of the company you work for. Most Driver Supervisors are paid a wage premium that is usually 10-15% higher than the wages paid to a Long-haul Driver. In addition, some companies may offer performance and safety bonuses,

as well as comprehensive benefits packages, including health, dental, retirement, and more.

HOW DO I GET TO BE A DRIVER SUPERVISOR?

Most Driver Supervisors "come up through the ranks" and are experienced professional transport drivers in their own right. You could enrol in a general leadership/management/supervisory training course. However, the industry tends to favour on-the-job training for those looking to gain the necessary skills without benefit of formal supervisory training.

WHERE WOULD I GO FROM HERE?

An experienced Driver Supervisor can apply for some more senior management positions within the trucking industry. These are often (but not always) on the operations side of the business.

HOW DO I GET STARTED?

The role of Driver Supervisor is specific to carriers, and is usually found at the larger carriers. If you're interested in becoming a Driver Supervisor, you should contact some of the larger carriers within the industry.

Fleet Manager

The trucks are all yours.

As a Fleet Manager, you'll be in charge of perhaps one of the most important things that a trucking company needs to do business – trucks and trucking equipment. They're yours to manage and maintain. If you're the type of person who can manage several trucks and the logistics that come with them, then this is the position for you.

WHAT WOULD I DO?

As a Fleet Manager, you'll be responsible for making sure that the equipment is available when called upon. This includes trucks, tractors and various types of trailers. In addition, a Fleet Manager may also be responsible for ensuring appropriate licences are maintained for the fleet. Other responsibilities include keeping track of any and all specialized equipment used on the vehicles (satellite communications, and load securement and safety equipment, to name a few) and making sure that they're ready to be put into service.

As a Fleet Manager, you'll also have to be well organized, able to keep and update accurate records, and act as a go-between between dispatch and maintenance personnel to ensure that the company has the trucks needed to carry on its business. This is usually a separate position in larger carriers. At smaller operations, the role may be split among numerous employees, or rolled up into the operations management role.

WHERE WOULD I WORK?

If you choose to become a Fleet Manager, you'll likely find work at a trucking company with a large fleet. Smaller operations will tend to roll the Fleet Manager duties into another position, such as dispatch or operations management. A Fleet Manager usually works a standard day, although some shift work is possible.

HOW MUCH WOULD I GET PAID?

As a Fleet Manager, your annual salary will be influenced by your location and the size of the company you work for.

Statistics show that:

- average compensation nationally is \$60,000 per year, plus bonuses and benefits
- top earners in large companies can make considerably more than the average

HOW DO I GET TO BE A FLEET MANAGER?

Formal training is generally not available for these positions, as on-the-job-training is the normal course of action. Individuals generally come into this position from other operations or operations support roles, or from fleet maintenance positions.

WHERE WOULD I GO FROM HERE?

An experienced Fleet Manager can move up to other management positions within the trucking industry. Fleet Managers often step into more senior management positions, such as Chief Operations Officer.

HOW DO I GET STARTED?

The best way to understand what it takes to become a Fleet Manager and succeed in this position is to contact a carrier. Speak with a Fleet Manager there to understand how they progressed through the industry.

Operations Manager

The person trucking companies can't live without.

As an Operations Manager, you'll be seen as the heart and soul of the company's operations. You'll know what customers need and you'll figure out how they'll get it. It's a role with a lot of responsibility – and you love the challenge of it. Curious to learn more about a position that's so important to an organization? Keep reading!

WHAT WOULD I DO?

As an Operations Manager, you will lead the operations functions in a trucking company. What does that mean? It means that you'll be responsible for evaluating the needs of new and existing customers, and for making decisions about the types of equipment required to meet these needs. You'll also be in charge of purchasing new vehicles, based on potential sales and customer requirements. Essentially, you're a key person in the day-to-day operations of the company.

Operations Managers have to make sure that the company, equipment and drivers meet each province, territory or state's laws. These can range from equipment design and identification to the corporate filings of operating authorities and proof of insurance. In many organizations, the Operations Manager has direct responsibility over drivers as well.

As a result, you'll need to be a strong leader, communicator, decision-maker and organizer. You'll also require an excellent knowledge of the trucking industry and the economics of the trucking business.

WHERE WOULD I WORK?

If you choose to become an Operations Manager, you'll find opportunities at trucking companies in any region of the country. As for work hours, you'll probably work days, although evening and weekend work and a certain amount of "on call" time may be necessary.

HOW MUCH WOULD I GET PAID?

As an Operations Manager, your annual salary will be influenced by your location and the size of the company you work for.

Statistics show that:

- average compensation nationally is \$60,000 per year, plus bonuses and benefits
- top earners in large companies can make in excess of \$100,000

HOW DO I GET TO BE AN OPERATIONS MANAGER?

Generally speaking, operations management is a position that an individual "grows into" after gaining many years of experience in supervision and management. An Operations Manager can come from fleet management, dock/warehouse management, driver supervisor/management, dispatch operations, other areas of the industry or even outside the industry.

Often, Operations Managers have received university-level training in business and management. In this position, you'll have to continually learn if you hope to stay on top of industry trends and technology.

WHERE WOULD I GO FROM HERE?

An experienced Operations Manager can move up to other executive positions within the trucking industry.

HOW DO I GET STARTED?

It's best to contact the local carriers in your region to understand what is required to become an Operations Manager. This position is usually filled from within if a candidate has the right skill set. The position is quite specific to each carrier or trucking operation.

Allied Trades

The people who make the trucking industry move.

Need a part to complete a repair? Or extra equipment to support your operations? Maybe you want to incorporate the use of technology in your fleet? Then you'll likely be in touch with the men and women dedicated to supporting the trucking industry. They ensure that carriers have the tools and resources necessary to get the job done.

What is this group called? The Allied Trades.

The Allied Trades are businesses that provide goods and services enabling the trucking industry to function. Essentially, Allied Trades businesses range from those that manufacture and sell new trucks and trailers, to the rental and leasing of tractors and trailers. Allied Trades businesses also provide carriers with products and services such as specialized maintenance facilities, financial services, and driver services.

A WORLD OF BUSINESSES, ALL FUELING THE TRUCKING INDUSTRY.

The Allied Trades group represents a broad range of services for the trucking industry. To better understand these businesses, take a look at the following types of companies, classified by the Canadian Trucking Human Resources Council (CTHRC) as representing the Allied Trades on the basis of their specific roles.

Equipment Manufacturers

This segment of the Allied Trades supplies the trucking industry with essential assets. This category includes businesses such as truck, tractor and trailer manufacturers and dealers.

Parts and Service Suppliers

Companies that represent the aftermarket and the Original Equipment Manufacturers (OEM) parts segment of the industry make up a big chunk of the Allied Trades. These companies provide the parts (aftermarket and OEM), equipment, service and repair facilities necessary to keep the trucks and trailers running.

Financial Services Providers

Like any business, trucking companies need financing. Carriers need access to capital in order to purchase, rent or lease equipment crucial for getting products into the hands of consumers. The trucking industry has created financial services firms that provide the banking and financing expertise to keep the trucking industry running.

Technology Providers

Technology is becoming ever more important to the trucking industry. Specialized firms help incorporate the latest innovations in communications, telemetry, Global Positioning Systems (GPS), computer systems/software and other technologies, both in the truck and at the office.

Driver Services Providers

Drivers couldn't be on the road all day without a support network as large as the country itself. In fact, an entire industry has sprouted up to support drivers on the road. Truck stops, hotels, service centres, cardlock fuel stops and other services are available to drivers to ensure that, while on the road, they can get the goods and services necessary to complete their job.