Basic job skills: Transport worker

**Tasks for the transport worker:**

* drive the vehicle safely and sensibly, and plan and find the route to the destination
* collect, transport and deliver goods
* complete goods transport documentation
* communicate with customers and colleagues
* calculate and register times and distances
* check that the vehicle is in proper technical condition in accordance with regulations

**Reading**

**On a daily basis the transport worker will:**

* read brief traffic instructions and signs
* read and verify that all packages are correctly labelled
* read different types of maps
* read and check shipment documentation
* read messages
* read GPS route descriptions

**Regularly the transport worker will:**

* read detailed instructions
* read procedures and information relating to the handling of various types of goods
* read shift plans and holiday lists
* read the tachograph
* read emails and messages

**Occasionally the transport worker will:**

* read information relating to their own employment relationship
* read training material and tests
* read HSE information
* read procedures and instructions for handling non-conformities
* consult technical manuals
* read updated information and rules relating to certification requirements
* read and familiarise themselves with new procedures
* read driving and rest period provisions

**Writing**

**On a daily basis the transport worker will:**

* sign, tick off and comment on consignment notes
* sign for goods received and delivered
* log work performed
* fill in pallet receipts

**Regularly the transport worker will:**

* + fill in simple forms for non-conformities or special incidents
  + prepare work plans
  + write messages and emails

**Occasionally the transport worker will:**

* write brief reports
* write applications or requests
* answer questions in connection with training courses, certifications and investigations
* write notes from training courses and information meetings
* write messages about faults and defects
* fill in various forms relating to their own employment relationship
* report and document incidents in the event of accidents, robbery or threatening situations
* report and document material damage or personal injuries
* report and document vandalism and theft
* forward complaints from suppliers or recipients

**Oral skills**

**On a daily basis the transport worker will:**

* talk to customers and other stakeholders
* talk to other lorry drivers to coordinate work
* listen and respond to oral instructions from the work supervisor
* report on their location and work progress throughout the day
* give and receive oral messages
* take part in informal conversations with colleagues and others

**Regularly the transport worker will:**

* attend working group meetings
* report problems
* explain problems to mechanics or service personnel
* solve problems involving customers or others
* handle unforeseen situations

**Occasionally the transport worker will:**

* request rectification of any errors in documentation
* explain why goods cannot be transported or negotiate a solution
* take part in conversations regarding their employment relationship and performance reviews
* respond to oral questions in connection with training
* conduct performance reviews with the supervisor

**Numeracy**

**On a daily basis the transport worker will:**

* calculate time consumption for driving distances
* calculate the need for refuelling
* calculate driving and rest periods

**Regularly the transport worker will:**

* check their own payslip
* measure tire tread depth and assess whether it is adequate
* check tire pressure and, if necessary, inflate tires with the correct amount of air
* calculate fuel consumption and compare it to tables of average consumption for different types of vehicles
* keep an overview of expenses incurred in connection with assignments
* read and consult maps, GPS and road atlases
* keep track of any per diem allowances and tax claims

**Occasionally the transport worker will:**

* familiarise themselves with the vehicle’s load capacity
* familiarise themselves with requirements regarding lashing of cargo and required procedures for cargo securing
* assess the height and length of the vehicle to ensure safe driving

**Digital skills**

**On a daily basis the transport worker will:**

* operate computer systems in vehicles
* use GPS to find customers’ addresses
* use email to communicate with the employer
* check assignments and appointments in calendars and email
* schedule appointments with customers by email and enter them in the calendar
* use a hand-held terminal to register and check goods in connection with loading and unloading
* send and receive messages

**Regularly the transport worker will:**

* fill in information about completed assignments
* check inventory status in the vehicle or in the electronic inventory list
* check delivery times online for goods to be picked up from warehouses
* fill in electronic timesheets
* check that electronic invoicing information has been prepared and forwarded to the invoicing department
* update the driving log – check compliance with rest period provisions
* send emails to the dispatch office and recipients of deliveries
* use various digital arenas for collaboration and communication
* use email to communicate with customers and the employer
* use electronic payment systems for passenger and freight transport

**Occasionally the transport worker will:**

* document assignments for approval via electronic forms
* identify forms relating to their employment relationship
* send orders as email attachments
* use spreadsheets or other electronic tools to change or assess deliveries
* search online for customer information
* write contracts and assignments and store them in electronic archives
* find regulations for cross-border transport
* check international transport agreements
* check rules for internal control
* use QR and barcodes
* use a smartphone and tablet with different apps relating to tasks
* take photos to document incidents or accidents
* use various training resources
* use standard office software