

## Summary Report for Transportation Managers

Plan, direct, and coordinate the transportation operations within an organization or the activities of organizations that provide transportation services.

**Sample of reported job titles:** Trainmaster, Dispatcher, Train Master, Transportation Manager, Freight Coordinator, Transportation Director, Fleet Manager, Global Transportation Manager, Traffic Manager, Train Operations Manager

### Tasks

- Analyze expenditures and other financial information to develop plans, policies, and budgets for increasing profits and improving services.
- Set operations policies and standards, including determination of safety procedures for the handling of dangerous goods.
- Plan, organize and manage the work of subordinate staff to ensure that the work is accomplished in a manner consistent with organizational requirements.
- Negotiate and authorize contracts with equipment and materials suppliers, and monitor contract fulfillment.
- Collaborate with other managers and staff members to formulate and implement policies, procedures, goals, and objectives.
- Monitor spending to ensure that expenses are consistent with approved budgets.
- Supervise workers assigning tariff classifications and preparing billing.
- Promote safe work activities by conducting safety audits, attending company safety meetings, and meeting with individual staff members.
- Direct investigations to verify and resolve customer or shipper complaints.
- Direct procurement processes including equipment research and testing, vendor contracts, and requisitions approval.

### Tools & Technology

**Tools** used in this occupation:

**Desktop computers**

**Forklifts**

**Notebook computers** — Laptop computers

**Personal digital assistant PDAs or organizers** — Personal digital assistants PDA

**Radio frequency data communication equipment** — Radio frequency handheld terminals; Radio frequency truck-mounted terminals

**Technology** used in this occupation:

**Accounting software** — Argos Software ABECAS Insight Freight Management System FMS (accounting feature); Automated expense reporting system software

**Analytical or scientific software** — Freight Rail Crew Optimization Scheduling FRCOS software; IMSure Solutions SHIPflex; Integrated Decision Support Match Advice; QUALCOMM ViaWeb

**Data base user interface and query software** — Airline Global Distribution System GDS software; Bentley Transportation Data Manager; Labelmaster Software REG-Trieve; Microsoft Access

**Materials requirements planning logistics and supply chain software** — Cadre Technologies Cadence Transportation Management System; IBM i2 Transportation Manager; Integrated Decision Support Corporation Expert Fuel; Summary Systems Fleet Commander

**Route navigation software** — ALK Technologies FleetSuite; CoPilot Truck; Integrated Decision Support Corporation Route Advice; Intergraph GeoMedia Transportation Manager

## Knowledge

**Transportation** — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Geography** — Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.

**Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

**Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

**Production and Processing** — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

## Skills

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Speaking** — Talking to others to convey information effectively.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Coordination** — Adjusting actions in relation to others' actions.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Time Management** — Managing one's own time and the time of others.

**Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

## Abilities

**Written Comprehension** — The ability to read and understand information and ideas presented in writing.

**Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.

**Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.

**Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Written Expression** — The ability to communicate information and ideas in writing so others will understand.

**Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.

**Speech Clarity** — The ability to speak clearly so others can understand you.

**Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

**Speech Recognition** — The ability to identify and understand the speech of another person.

**Near Vision** — The ability to see details at close range (within a few feet of the observer).

## Work Activities

**Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.

**Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.

**Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.

**Interacting With Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

**Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

**Monitoring and Controlling Resources** — Monitoring and controlling resources and overseeing the spending of money.

**Developing and Building Teams** — Encouraging and building mutual trust, respect, and cooperation among team members.

**Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.

**Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

**Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.

## Work Context

**Electronic Mail** — How often do you use electronic mail in this job?

**Telephone** — How often do you have telephone conversations in this job?

**Face-to-Face Discussions** — How often do you have to have face-to-face discussions with individuals or teams in this job?

**Indoors, Environmentally Controlled** — How often does this job require working indoors in environmentally controlled conditions?

**Contact With Others** — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?

**Duration of Typical Work Week** — Number of hours typically worked in one week.

**Freedom to Make Decisions** — How much decision making freedom, without supervision, does the job offer?

**Work With Work Group or Team** — How important is it to work with others in a group or team in this job?

**Spend Time Sitting** — How much does this job require sitting?

**Letters and Memos** — How often does the job require written letters and memos?

## Job Zone

**Title** Job Zone Four: Considerable Preparation Needed

**Education** Most of these occupations require a four-year bachelor's degree, but some do not.

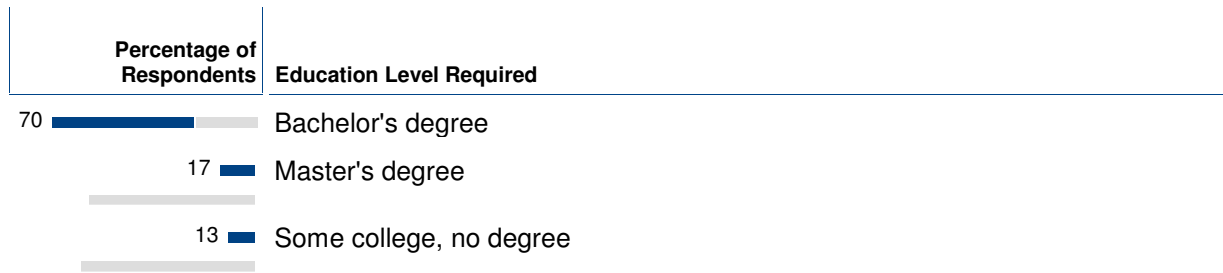
**Related Experience** A considerable amount of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.

**Job Training** Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

**Job Zone Examples** Many of these occupations involve coordinating, supervising, managing, or training others. Examples include accountants, sales managers, database administrators, teachers, chemists, environmental engineers, criminal investigators, and special agents.

**SVP Range** (7.0 to < 8.0)

## Education



## Interests

Interest code: **EC**

**Enterprising** — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

**Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

## Work Styles

**Integrity** — Job requires being honest and ethical.

**Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.

**Leadership** — Job requires a willingness to lead, take charge, and offer opinions and direction.

**Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.

**Initiative** — Job requires a willingness to take on responsibilities and challenges.

**Stress Tolerance** — Job requires accepting criticism and dealing calmly and effectively with high stress situations.

**Persistence** — Job requires persistence in the face of obstacles.

**Adaptability/Flexibility** — Job requires being open to change (positive or negative) and to considerable variety in the workplace.

**Achievement/Effort** — Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.

**Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

## Work Values





**Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.

**Working Conditions** — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

**Independence** — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.

## Tasks

Importance	Category	Task
81 	Core	Analyze expenditures and other financial information to develop plans, policies, and budgets for increasing profits and improving services.
79 	Core	Set operations policies and standards, including determination of safety procedures for the handling of dangerous goods.
77 	Core	Plan, organize and manage the work of subordinate staff to ensure that the work is accomplished in a manner consistent with organizational requirements.
73 	Core	Negotiate and authorize contracts with equipment and materials suppliers, and monitor contract fulfillment.
72 	Core	Collaborate with other managers and staff members to formulate and implement policies, procedures, goals, and objectives.
72 	Core	Monitor spending to ensure that expenses are consistent with approved budgets.
72 	Core	Supervise workers assigning tariff classifications and preparing billing.
70 	Core	Promote safe work activities by conducting safety audits, attending company safety meetings, and meeting with individual staff members.
69 	Core	Direct investigations to verify and resolve customer or shipper complaints.
69 	Core	Direct procurement processes including equipment research and testing, vendor contracts, and requisitions approval.
69 	Core	Recommend or authorize capital expenditures for acquisition of new equipment or property to increase efficiency and services of operations department.
68 	Core	Monitor operations to ensure that staff members comply with administrative policies and procedures, safety rules, union contracts, and government regulations.
67 	Core	Direct activities related to dispatching, routing, and tracking transportation vehicles such as aircraft and railroad cars.
64 	Core	Direct and coordinate, through subordinates, activities of operations department to obtain use of equipment, facilities, and human resources.
63 	Core	Conduct employee training sessions on subjects such as hazardous material handling, employee orientation, quality improvement and computer use.
61 	Core	Prepare management recommendations, such as proposed fee and tariff increases or schedule changes.
59 	Core	Implement schedule and policy changes.
58 	Core	Serve as contact persons for all workers within assigned territories.
75 	Supplemental	Conduct investigations in cooperation with government agencies to determine causes of transportation accidents and to improve safety procedures.

69		Supplemental	Participate in union contract negotiations and settlements of grievances.
66		Supplemental	Direct activities of staff performing repairs and maintenance to equipment, vehicles, and facilities.
56		Supplemental	Develop criteria, application instructions, procedural manuals, and contracts for federal and state public transportation programs.
45		Supplemental	Provide administrative and technical assistance to those receiving transportation-related grants.