

Delivery & Courier Service Drivers

An employment guide for newcomers to British Columbia



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Delivery & Courier Service Drivers NOC 7514

Delivery & Courier Service Drivers may also be called:

- courier service driver
- delivery driver
- mail service courier
- newspaper delivery driver
- pizza delivery driver
- route driver
- vending machine driver-supplier.

Couriers & Messengers may also be called:

- delivery person
- mail courier
- runner

1. What Would I Do?

Delivery drivers: drive automobiles, vans and light trucks to pick up and deliver various products.

Courier service drivers: Couriers, messengers and door-to-door distributors pick up and deliver letters, parcels, packages, newspapers, flyers and other items within and between organizations.

Delivery and courier service drivers' duties may include:

- operate and drive vehicles (cars, vans and light trucks) to pick up and deliver various products, such as fast food, newspapers, magazines, bakery and dairy products, and items such as dry cleaning, envelopes, packages and parcels

- perform pre-trip and post-trip inspection of vehicle
- plan delivery travel schedules and service routes
- load and unload cargo, goods or merchandise
- provide customer service by selling products, delivering over established routes and accepting or making payments for goods

Couriers & Messengers pick up and deliver letters, parcels, packages, newspapers, flyers and other items within and between establishments. Couriers' & messengers' duties may include:

- pick up messages, letters, envelopes, parcels, airline tickets, legal documents, packages, bonds, cheques, securities and other items from customers, and hand-deliver them to addresses within an organization or in other organizations by walking or cycling within specified time periods
- collect payment for items delivered
- keep record of items received and delivered using delivery information devices
- deliver newspapers, flyers, handbills, telephone directories and similar items to residences and businesses

More information:

- **WorkBC Career Profile for Delivery and Courier Service Drivers**
<https://www.workbc.ca/careers/7514>
- **WorkBC Career Profile for Couriers & Messengers**
<https://www.workbc.ca/careers/1513>

2. Am I Suited For This Job?

Delivery and courier service drivers should have:

- Good communication skills
- knowledge of local geography
- ability to navigate streets and follow directions
- ***They should be:***
- polite, friendly, and courteous
- physically fit

Bicycle messengers working in downtown urban areas may find the work is physically challenging. **Delivery and courier service drivers** working in urban areas may find the work is stressful due to heavy traffic and difficult parking regulations.

Both vehicle drivers and bicycle messengers may work evenings and weekends and work outdoors in all kinds of weather.

Sources:

- **WorkBC Career Profile for Delivery and Courier Service Drivers**

<https://www.workbc.ca/careers/7514>

- **Career Cruising (Profile for 'Courier/Messenger')**

<http://www.vpl.ca/digital-library/career-cruising>

Available from the VPL Digital Library | Explore our Digital Library page

3. What Are The Wages And Benefits?

WorkBC reports that the **median** annual salary for **Delivery & Courier Service Drivers** is approximately \$31,200 with a \$15.00 median hourly wage rate across the province. *JobBank Canada* lists hourly wages for BC's regions where **delivery & courier service drivers** can expect to make:

Hourly Wages for Delivery & Courier Service Drivers NOC 7514

Community/Area	Wages (\$/hour)		
	Low	Median	High
Cariboo Region	N/A	N/A	N/A
Kootenay Region	13.85	15.00	28.66
Lower Mainland–Southwest Region	13.85	17.00	29.26
Nechako Region	N/A	N/A	N/A
North Coast Region	13.85	15.00	28.66
Northeast Region	13.85	15.00	28.66
Thompson–Okanagan Region	13.85	15.00	23.00
Vancouver Island and Coast Region	13.85	14.50	19.00
British Columbia	13.85	15.00	28.66

Table from Job Bank Canada Wage Report <http://www.jobbank.gc.ca/home-eng.do?lang=eng>

Couriers & Messengers annual median salary is \$28,600 with a \$13.75 median hourly wage. **JobBank Canada** lists hourly wages for BC's regions where **couriers & messengers** can expect to make:

Hourly Wages for Couriers & Messengers NOC 1513

Community/Area	Wages (\$/hour)		
	Low	Median	High
Cariboo Region	N/A	N/A	N/A
Kootenay Region	N/A	N/A	N/A
Lower Mainland–Southwest Region	13.85	13.85	35.00
Nechako Region	N/A	N/A	N/A
North Coast Region	N/A	N/A	N/A
Northeast Region	N/A	N/A	N/A
Thompson–Okanagan Region	13.85	13.85	35.00
Vancouver Island and Coast Region	13.85	13.85	35.00
British Columbia	13.85	13.85	35.00

Table from Job Bank Canada Wage Report <http://www.jobbank.gc.ca/home-eng.do?lang=eng>

Some couriers are paid a flat rate according to the number of deliveries they make in a day. Others are paid a percentage of each sale made and many couriers work on a simple, hourly rate. Independent owner-operators have the highest earnings potential. However, they have to pay for their own expenses, including gas, out of their earnings.

Sources:

- **WorkBC Career Profile for Delivery and Courier Service Drivers**
<https://www.workbc.ca/careers/7514>
- **WorkBC Career Profile for Couriers & Messengers**
<https://www.workbc.ca/careers/1513>
- **Career Cruising (Profile for 'Courier/Messenger')**
<http://www.vpl.ca/digital-library/career-cruising>

Available from the VPL Digital Library | Explore our Digital Library page

4. What Is The Job Outlook In BC?

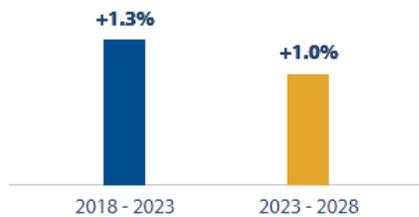
WorkBC reports that for the period 2018-2023, the expected annual demand growth rate for *courier & delivery service drivers* will be 1.3% across the province.

Delivery & Courier Service Drivers NOC 7514 Employment Outlook

B.C. Labour Market Outlook (2018-2028)

Provincial outlook

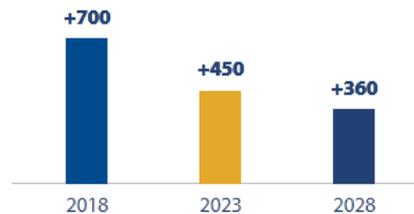
Forecasted average employment growth rate



Source: B.C. Labour Market Outlook

Job openings

10 year expected job openings: **3,900**



Source: B.C. Labour Market Outlook

Composition of job openings

Replacement of retiring workers:

65.6%
2,560 openings



New jobs due to economic growth:

34.4%
1,340 openings

Source: B.C. Labour Market Outlook

JobBank Canada reports that for the 2018-2020 period in the *Lower Mainland - Southwest region* and through most of the province, the employment outlook is expected to be fair.

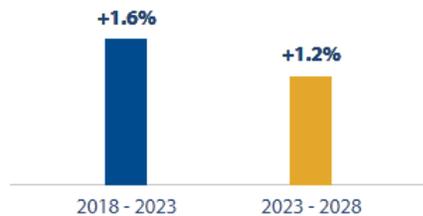
WorkBC reports that for the period 2018-2028, the expected annual demand growth rate for *couriers & messengers* will be 1.6% across the province.

Couriers & Messengers NOC 1513 Employment Outlook

B.C. Labour Market Outlook (2018-2028)

Provincial outlook

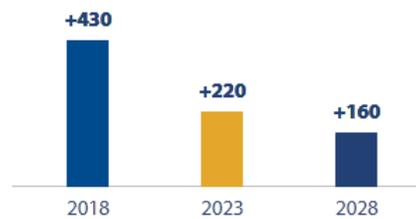
Forecasted average employment growth rate



Source: B.C. Labour Market Outlook

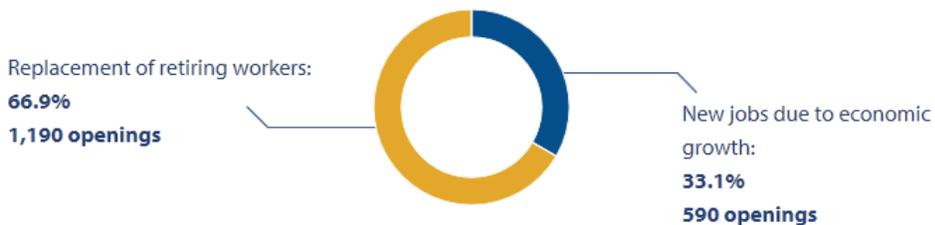
Job openings

10 year expected job openings: **1,770**



Source: B.C. Labour Market Outlook

Composition of job openings



Source: B.C. Labour Market Outlook

JobBank Canada reports that employment outlook will be fair for Couriers & messengers in British Columbia for the 2018-2020 period.

Sources:

- **WorkBC Career Profile for Delivery and Courier Service Drivers**
<https://www.workbc.ca/careers/7514>

- **WorkBC Career Profile for Couriers & Messengers**
<https://www.workbc.ca/careers/1513>
- **JobBank Canada, Employment Outlook,**
<https://www.jobbank.gc.ca/trend-analysis/search-job-outlooks>

5. How do I become a Delivery & Courier Services Driver

In B.C. there is no certification required to be a delivery driver / courier but you must have a driver's license appropriate to the class of vehicle being driven. Employers often require a minimum of one year safe driving experience and completion of secondary school. Employers may wish to know if you are eligible for bonding. Although most couriers are trained on the job, you may also be asked to obtain certification in Transportation of Dangerous Goods (TDG). For information on TDG training, see:

- <https://bc.sjatraining.ca/TDG.php>
- <https://canadasafetycouncil.org/training/transportation-dangerous-goods-training-course>
- <https://www.bctrucking.com/training>

You may also be asked to supply your own car or bike, and take care of any maintenance.

If you intend to be a bike courier in the *City of Vancouver* you must:

- be 19 years of age or older
- obtain a bike courier licence valid for the City of Vancouver by:
 - successfully writing an exam
 - obtaining a bike courier plate for an annual fee of \$20

For more information, see: <https://vancouver.ca/doing-business/bike-couriers.aspx>

Source:

- **WorkBC Career Profile for Delivery and Courier Service Drivers**
<https://www.workbc.ca/careers/7514>

- **WorkBC Career Profile for Couriers & Messengers**

<https://www.workbc.ca/careers/1513>

- **Career Cruising (Profile for 'Courier/Messenger')**

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Available from the VPL Digital Library | Explore our Digital Library page

6. How Do I Find A Job?

Where would I work?

- *courier and messenger services, law firms, hospitals, government agencies, and businesses of all types*
- *dairies, drug stores, newspaper distributors, take-out food establishments, dry cleaners, mobile caterers*

Finding Advertised Jobs

Jobs are advertised in a variety of sources including newspapers, magazines and online job sites.

Local Newspapers

You can look at the *Vancouver Sun & The Province* at Vancouver Public Library for free. Check the job postings daily, the careers section in the *Vancouver Sun* on Wednesdays and Saturdays and, in *The Province* on Sundays.

Job White Pages

Available in print at the Central Library or online at

JOB Freeway.com

<http://www.vpl.ca/digital-library/jobfreewaycom>

Available from the VPL Digital Library | Explore our Digital Library page

NOTE: Access at VPL locations only

Online Job Postings

- **Indeed.ca**
http://ca.indeed.com/advanced_search
<http://ca.indeed.com/Courier-jobs-in-Vancouver,-BC>
<http://ca.indeed.com/Delivery-Driver-jobs-in-Vancouver,-BC>
<http://ca.indeed.com/Courier-Driver-jobs-in-Vancouver,-BC>
- **BC Trucking Association**
<https://www.bctrucking.com/careers/job-postings>
- **Neuvoo**
<http://neuvoo.ca/en>
- **BC JobConnect**
<https://www.bcjobconnect.ca> **must have permanent resident number**
newcomers can post their skills, education and work experience to BC employers looking for workers
- **WorkBC**
<https://www.workbc.ca/JobSeekers/SearchResults.aspx>
- **BC Jobs.ca**
<https://www.bcjobs.ca/>

Finding “Hidden Jobs”

Many job vacancies are not advertised. The resources below will help you *with finding jobs in this “hidden” job market.*

Using Directories to Create a List of Potential Employers

You can use directories to produce lists of employers who are in this industry. Contact them directly to find out if they're hiring.

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- **BC Trucking Association**
<https://www.bctrucking.com/services/find-a-transporter/trucking> [find a transporter]
- **Better Business Bureau (BBB)**
<http://www.bbb.org/mbc/> [select ‘category’ and search for ‘courier’ , your location, and clear box ‘BBB accredited only’]
- **Reference Canada**

<http://www.vpl.ca/digital-library/reference-canada>

Click on "Start Search" beside Canadian Businesses, then select the "Advanced Search" button. Select both "Keyword/SIC/NAICS" under Business Type and "City" under Geography. In the top search box enter "courier services" OR "delivery service" OR "messenger service" and click SEARCH. Select the appropriate headings. Lower down, select the Province, choose the cities, and click the "View Results" button.

Available from the VPL Digital Library | Explore our Digital Library page

NOTE: *You can access this database from a Library computer. If you are using a computer from outside the Library, you will need a Vancouver Public Library card to login to this database. After clicking on the database name, you will be asked to enter your library card number and PIN (usually last four digits of your telephone number).*

Networking, Volunteering and Temporary Agencies

Many positions are filled by people who have been recommended by someone they know. Networking, working as a volunteer or registering with a temporary employment agency are good ways of helping you find jobs and meet people in your industry.

Networking and the Hidden Job Market:

When looking for work, be sure to talk to friends, relatives and neighbours. They may know someone who is hiring! Working as a volunteer, attending events, and joining clubs and associations are good ways to gain "Canadian experience." They are also good ways to meet people to learn about the local job market.

Volunteer opportunities

- **Volunteer BC**

<http://www.volunteerbc.bc.ca/>

- **GoVolunteer.ca**

<http://govolunteer.ca/>

- **Seniors Transportation Access & Resources STAR**

<https://starcanada.ca/volunteer-ride-programs> (lists communities throughout BC)

that offer free or low cost seniors transportation – click on your community and contact the organization to see if they need volunteer drivers)

- **Canadian Red Cross - Health Equipment Loan Program Delivery Driver Volunteer**

<https://www.redcross.ca/volunteer/apply-now/health-equipment-loan-program-delivery-driver-volunteer>

For additional tips see:

- **Networking for Employment**

Go to <http://skilledimmigrants.vpl.ca>

[Search Networking for Employment]

- **Getting Canadian Work Experience**

Go to <http://skilledimmigrants.vpl.ca>

[Search Getting Canadian Work Experience]

7. Applying for a Job

In Canada, employers usually expect to receive a resume and a cover letter that identifies the position you are applying for and summarizes your experience. Use the library catalogue, <http://vpl.bibliocommons.com/> to find books on writing resumes and cover letters specific to your industry.

For more information see:

- **Writing Resumes and Cover Letters**

Go to <http://skilledimmigrants.vpl.ca>

[Search Writing Resumes and Cover Letters]

8. Where Can This Job Lead?

Progression to supervisory positions or to non-driving occupations, such as driver trainer or dispatcher, is possible with additional training or experience. For couriers/messengers, there is some mobility into other delivery occupations such as

delivery drivers. Progression to supervisory positions may be possible with experience.

9. Where Can I Find More Information?

- BC Trucking Association
<https://www.bctrucking.com/>
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Questions? Please ask the Information Staff at the Central Library or telephone 604-331-3603.

Please note that the information in this guide is also available online through the Skilled Immigrant InfoCentre website at <http://skilledimmigrants.vpl.ca/>.