

Permit Coordinator / Shipping Coordinator / Custom Clearance Coordinator

Technology solutions impacting this job...



Smart Billing, Costing & Reconciliation



Connected Trade Platforms



Optimised Documentation

Impact assessment...



HIGH degree of change in tasks

A significant proportion of the job tasks will be substituted by technology solutions, thus minimising or eliminating the need for human intervention

*Within **3 to 5 years**, the role will potentially...*

UNDERGO DISPLACEMENT

Today, this job role is responsible for freight forwarding permit processing from preparation, application submission through to final inspection, providing precise information to all stakeholders, attending to customers' enquiries, and handling claims and cargo discrepancies.

Job tasks today	Impact at task-level / Future view of job tasks	
Coordinate with stakeholders for freight services; resolve queries	H	<ul style="list-style-type: none"> Connected trade platforms will provide transparency for all parties including customers, airlines, carriers, destination/origin co-loaders, customs etc. to access freight status, permit processing updates, status of customs documents and other data. This will enable faster collaboration on freight services. Intelligent virtual assistants will attend to basic customers queries. Focus will shift to final inspection for permit processing and customs clearances and identifying appropriate solutions to address customer queries based on technical knowledge.
Organise cargo documentation as per industry standards or sector requirements	H	<ul style="list-style-type: none"> Cloud technology coupled with OCR and computer vision for optimised documentation will record all cargo-related documentation on a blockchain ledger, making physical paperwork largely unnecessary. Data will be securely stored in the system and can be retrieved when needed. Focus will shift to ensuring quality control and accuracy in tasks and handling cargo security procedures.
Provide information on tariffs, rates, or quotations	H	<ul style="list-style-type: none"> With smart billing, costing and reconciliation systems, information on tariffs, rates, costs or quotations will be easily available to customers. The focus will shift to analysing the information to provide expert recommendations and addressing non-compliance cases identified by the system.
Estimate resources required for project activities	M	<ul style="list-style-type: none"> Dynamic resource optimisation solutions, equipped with advanced data analytics and AI will help in resource optimisation and basic risk assessment. The job role will require human intervention for people and stakeholder management in case of large scale-operations.
In the next 3 - 5 years...	This role will evolve as key tasks including permit processing, customs clearance and customer coordination for freight services are largely automated. There is high likelihood of convergence of this role with Brokerage/Freight Supervisor role , with greater focus on customer management, quality control, security and compliance procedures.	

Emerging skills

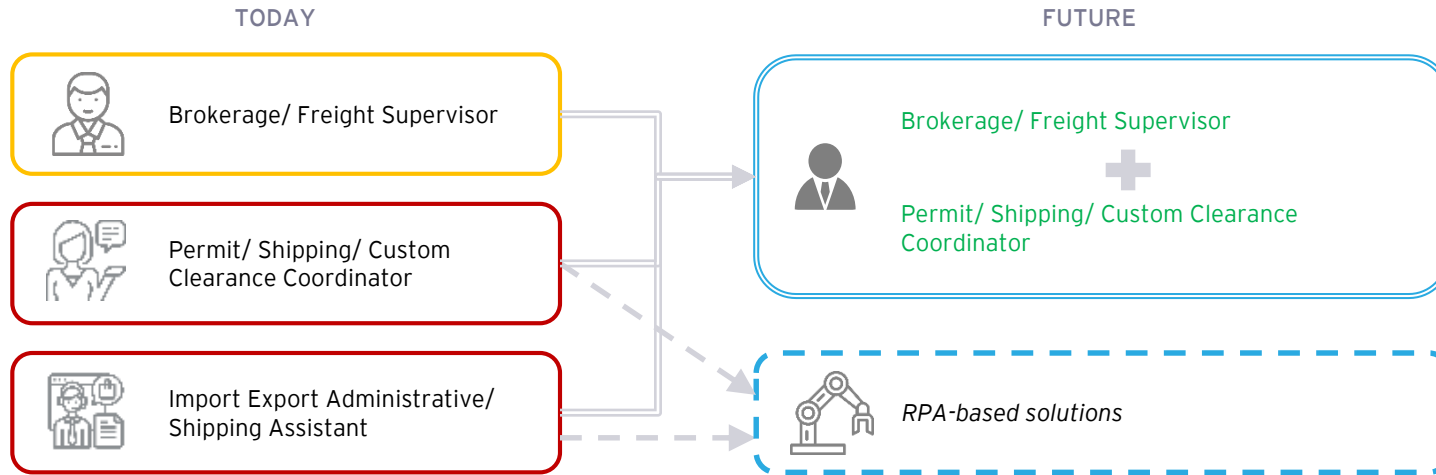
The following skills will become critical:

- Process Improvement & Optimisation
- Advanced Digital Acumen
- Automation Management
- Technology Application
- Systems Thinking
- Collaboration
- Compliance Mindset Development
- Decision Making

Mobility options for displaced workers

- Depot/Traffic/Dispatch/Hub Operations Supervisor
- Order Management Executive / Quote Desk Executive / Order Fulfilment Officer / Inside Sales Officer
- Traffic Controller / Transport Officer / Line Haul Operations Officer
- Logistics Data Management Coordinator / Logistics Data Entry Coordinator
- HSE Coordinator

Safeguarding employment & employability of workers in roles that will undergo displacement or be redesigned



JOB REDESIGN and UPSKILLING/RESKILLING will prepare workers to take on the future job roles

Dashboards for future view of job roles:

- ☐ Import Export Administrative/ Shipping Assistant
- ☐ Permit/ Shipping/ Custom Clearance Coordinator
- ☐ Brokerage/ Freight Supervisor

Job roles that will undergo displacement	Redeployment opportunities within the logistics sector		Redeployment opportunities outside the logistics sector
	Vertical mobility within the same function	Horizontal/diagonal mobility to different job function (top 3)	
Import Export Administrative/ Shipping Assistant	<ul style="list-style-type: none"> Brokerage Supervisor/ Freight Supervisor + Permit/ Shipping/ Custom Clearance Coordinator Freight Officer Incoming Quality Coordinator/ Tally Assistant 	<ul style="list-style-type: none"> Depot Supervisor/ Traffic Supervisor/ Dispatch Supervisor/ Hub Operations Supervisor Order Management Executive/ Quote Desk Executive/ Order Fulfilment Officer/ Inside Sales Officer Dispatch Operator/ Transport Operator/ Last Mile Delivery Driver / Container Driver 	<ul style="list-style-type: none"> Mobility to similar job functions or job roles requiring similar skills in other sectors
Permit/ Shipping/ Custom Clearance Coordinator	<ul style="list-style-type: none"> Brokerage Supervisor/ Freight Supervisor + Permit/ Shipping/ Custom Clearance Coordinator Freight officer Incoming Quality Coordinator/ Tally Assistant Freight Inspector/ Incoming Quality Inspector 	<ul style="list-style-type: none"> Depot Supervisor/ Traffic Supervisor/ Dispatch Supervisor/ Hub Operations Supervisor Order Management Executive/ Quote Desk Executive/ Order Fulfilment Officer/ Inside Sales Officer Traffic Controller/ Transport Officer/ Line Haul Operations Officer 	