





# Dispatch Operator / Transport Operator / Last Mile Delivery Driver / Container Driver

### Technology solutions impacting this job...


 Predictive & Prescriptive Fleet Management

 Autonomous Last Mile Delivery

 Dynamic Route Optimisation

 Autonomous Last Yard Delivery

### Impact assessment...



**MEDIUM** degree of change in tasks

A small proportion of the job tasks will be substituted by technology solutions, with human intervention required only for high value-adding tasks instead of routine, repetitive tasks

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

**REQUIRE REDESIGN**

**Today**, this job role is responsible for on-time delivery and operation of heavy vehicles (Full Container Load (FCL)/Less than Container Load (LCL): Class 4; Conventional Transport (CVT): Class 4, 5 (Prime movers, Cranes); Lorry/Light Load (LCL): Class 3) to load, move, unload goods.

Job tasks today	Impact at task-level / Future view of job tasks	
Operate transportation vehicles, lifting and rigging equipment	M	<ul style="list-style-type: none"> <li>Smart glasses and object-recognition technology will enable the job holder to conduct completeness checks of each shipment and augment last-yard navigation to correctly locate delivery points. AR-powered assisted driving, augmented dashboards for drivers, and assistance robots for transporting heavy items will enhance the efficiency and reduce heavy physical labour requirement for this job role. Human oversight remains critical to performing this job role.</li> </ul>
Perform cargo and material handling and delivery tasks	M	<ul style="list-style-type: none"> <li>Cargo-related documents will be digitalised with companies issuing, transferring, and receiving original documents through a blockchain network. AR will also be utilised to virtually highlight inside a vehicle to display the optimal internal loading sequence of each shipment taking account of route, weight, fragility, etc.</li> </ul>
Assist in quality improvement activities	M	<ul style="list-style-type: none"> <li>With basic quality checks and sustainability controls embedded into smart containers and vehicle fleet, the focus will shift to handling exceptions and troubleshooting to ensure quality and accuracy in meeting customer requirements.</li> </ul>
Highlight safety and health risks, report incidents	M	<ul style="list-style-type: none"> <li>Safer and smarter driving will be achieved for vehicle operators by utilising AR as the next generation of navigation and driver-assistance systems. Windshields will be used as heads-up displays to project virtual layers of navigation information, to overlay this data on the real environment. AR will also highlight road hazards to the driver.</li> </ul>
In the next <b>3 - 5</b> years...	The job holder <b>will need to be adept at working in a technologically-rich environment</b> . AR-powered assisted driving, augmented dashboards for drivers, and assistance robots for transporting heavy items will enhance the efficiency and reduce heavy physical labour requirement for this job role.	

### Emerging skills

Going forward, the job holders will need to be technologically-trained to interpret instructions from assisted driving systems, advanced dashboards etc. for safer and smarter delivery operations. This necessitates training on:

- Advanced Digital Acumen
- Augmented Reality Application
- Data Interpretation and Analysis
- Technology Troubleshooting
- Complex Problem Solving
- Decision Making