

Freight Officer

Technology solutions impacting this job...



Smart Billing, Costing & Reconciliation




Connected Trade Platforms



Optimised Documentation

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 liaising with stakeholders for planning and tracking the movement of goods to ensure goods are cleared through customs or quarantine, reviewing freight costs, negotiating rates with logistics and insurance companies, preparing quotes for customers.

Job tasks today	Impact at task-level / Future view of job tasks	
Evaluate customer needs to improve freight operations processes and plans	M	<ul style="list-style-type: none"> Data from IOT sensors, geolocation-devices and stakeholder databases will provide real-time insights for planning and tracking the movement of goods including large-scale freight. Machine learning will provide predictive insights on customer needs and market trends. The job holder will be tasked with analysing the data to make well-informed decisions for improving operational efficiencies.
Recommend cargo solutions to optimise space, cost and efficiency	M	<ul style="list-style-type: none"> Cognitive automation and simulation modeling techniques will support the job holder in scenario planning to test different solution prototypes and suggest optimal solutions for scheduling, cargo consolidation and handling of dangerous goods.
Perform compliance-related administrative activities	M	<ul style="list-style-type: none"> Connected trade platforms will serve as a one-stop interface for all regulatory transactions. Non-compliance will trigger alerts. Cognitive automation will enable documentation of licenses and agreements for completing compliance-related administrative activities. The job holder will supervise workflows and manage performance of checks in accordance to internal standard operating procedures (SOP), government regulatory requirements and legislations to identify non-compliance.
Manage stakeholder communications	M	<ul style="list-style-type: none"> Connected trade platforms will provide end-to-end visibility to all stakeholders in the value chain. This will enable the job holder to better manage stakeholder communications. The job role will continue to require human intervention for people and stakeholder management.
In the next 3 - 5 years...	<p>This role will evolve to utilising data insights for optimising freight routes and plans, having more informed conversations with customers for personalising freight services, and collaborating with other stakeholders for negotiating rates. There will be more expectation on the job holder for recommending ways to improve operations and processes.</p>	

Emerging skills

The role will evolve to utilising data insights for optimising freight services and having more informed conversations with stakeholders.

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