

Brokerage Supervisor / Freight Supervisor

Technology solutions impacting this job...



Smart Billing, Costing & Reconciliation

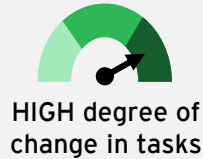


Connected Trade Platforms



Optimised Documentation

Impact assessment...



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...

REQUIRE REDESIGN

Today, this job role is responsible for liaising with customers, logistics operators and customs officials and supervising the custom clearance and freight forwarding process to ensure goods are cleared through customs or quarantine in accordance with import & export regulations.

Job tasks today

Impact at task-level / Future view of job tasks

| | | |
|---|---|--|
| Prepare freight performance reports and status updates | H | <ul style="list-style-type: none"> Blockchain-based trade platforms will enable faster processing of trade licenses, import and export permits, and customs clearances. Any lapses will be notified through the system. Big data and AI (NLG) will be able to generate daily operation performance reports and status updates. The job holder will be tasked with resolving escalated customer concerns and issues on freight services and identifying performance improvement opportunities. |
| Apply rating principles, state and operator variations for freight; track cargo | H | <ul style="list-style-type: none"> Smart billing, costing and reconciliation systems will provide real-time data on rating principles, and state and operator variations. The data shared across these decentralised networks will enable comprehensive track-and-trace capabilities for cargo and verification of cargo and material-handling requirements across the logistics value chain, thus eliminating the needs for manual checks. |
| 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 to the supervisor. 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. |
| Optimise use of allocated resources; evaluate risks | M | <ul style="list-style-type: none"> Machine learning is seen to model complex scenarios for resource allocation and risk evaluation. This will inform decision-making for this job role. Human intervention will remain critical for supervising teams and managing stakeholders. |

In the next
3 - 5 years...

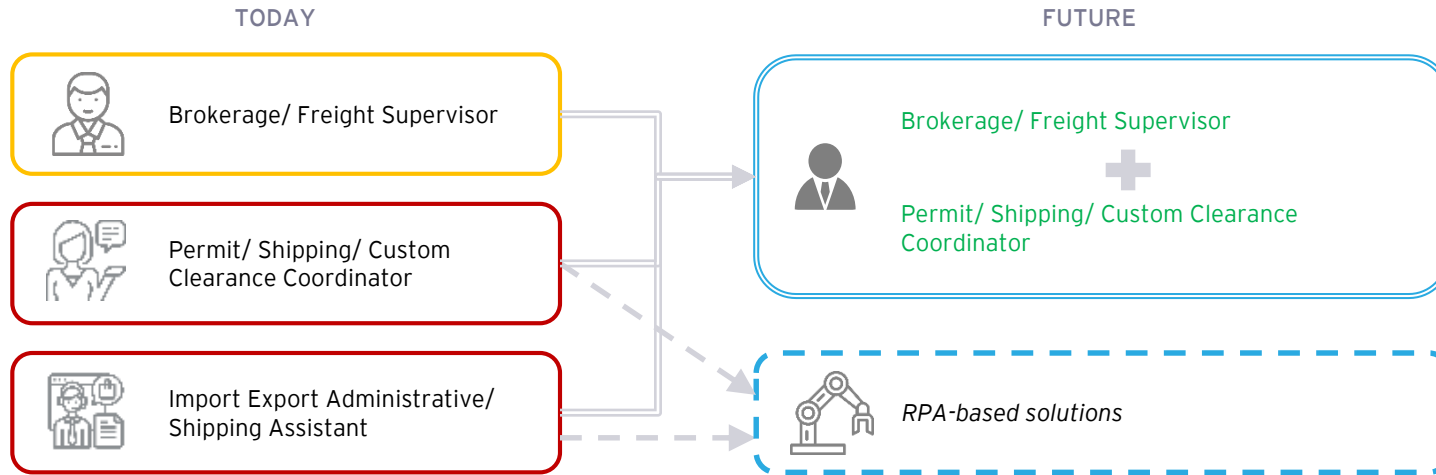
There is high potential for this role to be **redesigned to generate insights from industry 4.0 technology solutions** including smart billing, costing and reconciliation systems and connected trade platforms to play a larger role in planning the movement of goods, optimising freight costs, and resolving escalated customer issues on freight services.

Emerging skills

The job holder will play an enhanced role in planning and optimising freight routes and plans. This will need reskilling on the following areas:

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

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 | |