

# Import Export Administrative Assistant / Shipping Assistant

## Technology solutions impacting this job...



Smart Billing, Costing & Reconciliation

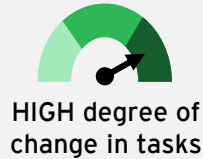


Connected Trade Platforms



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...*

**UNDERGO DISPLACEMENT**

**Today**, this job role is responsible for providing assistance, preparing the necessary export/import documentations, and coordinating with customers or destination/origin logistics operators and customs to plan and track shipments and ensure that goods are cleared through customs.

Job tasks today	Impact at task-level / Future view of job tasks	
Perform data entry for freight services	H	<ul style="list-style-type: none"> <li>Key freight-related documents will be digitalised with participants issuing, transferring, and receiving the original document through a blockchain network, thus eliminating data entry tasks.</li> <li>The job holder will be required to handle exception cases and respond to complex customer queries.</li> </ul>
Prepare documentation for cargo operations	H	<ul style="list-style-type: none"> <li>Software robotics will automate manual data entry operations and streamline document processing for cargo consolidation, transshipment and transloading activities.</li> <li>The job holder will be tasked with customer-facing duties and focus more on cargo security procedures and process improvement.</li> </ul>
Provide information on tariffs, rates, or quotations	H	<ul style="list-style-type: none"> <li>With smart billing, costing and reconciliation systems, information on tariffs, rates, costs or quotations will be easily available to customers.</li> <li>The focus will shift to analysing the information to provide expert recommendations and addressing non-compliance cases identified by the system.</li> </ul>
Support resource estimation and allocation	M	<ul style="list-style-type: none"> <li>While data and advanced analytics will help in better resource estimation and basic risk assessment, the job holder will need to exercise judgment while executing tasks so as to work with allocated resources.</li> </ul>
In the next <b>3 - 5</b> years...	As optimised documentation solutions enabled by RPA, OCR and blockchain continue to automate back-end functions and documentation tasks, this role will <b>likely cease to exist for small-scale operations</b> , or <b>converge with Permit/Shipping/ Custom Clearance Coordinator</b> role for medium to large-scale operations.	

### Emerging skills

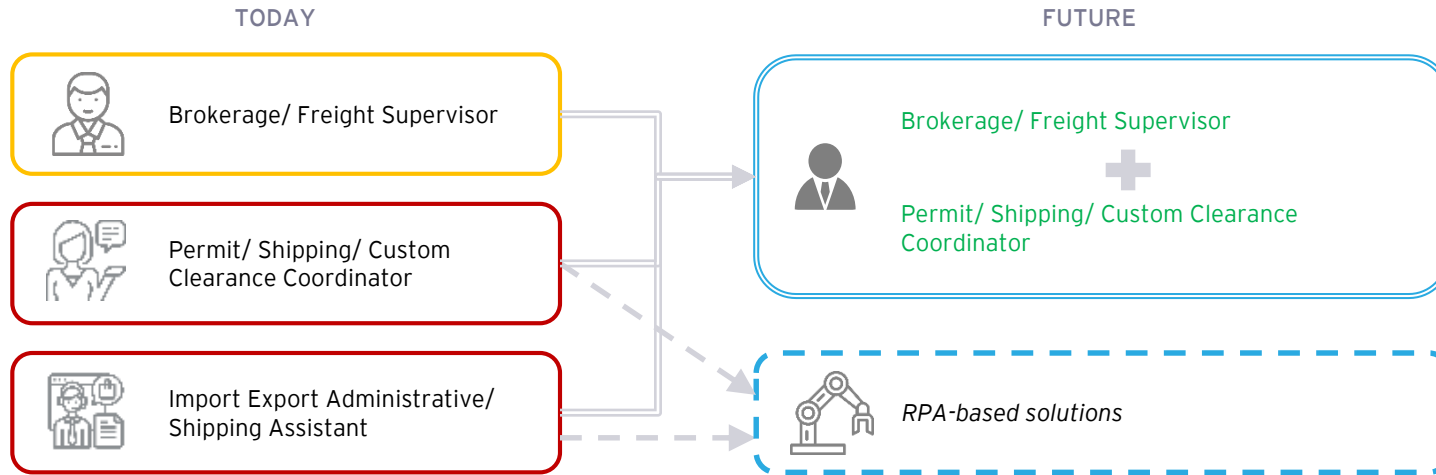
On convergence with the Coordinator role, the job holder will need higher-order skills such as

- Process Improvement & Optimisation
- Advanced Digital Acumen
- Technology Application
- Business Advisory
- Systems Thinking
- Collaboration
- Decision Making

### Mobility options for displaced workers

- Depot/Traffic/Dispatch/Hub Operations Supervisor
- Order Management/Quote Desk/Order Fulfilment/Inside Sales Officer
- Dispatch Operator/Transport Operator/ Last Mile Delivery Driver/Container Driver
- Logistics Data Management Coordinator / Logistics Data Entry Coordinator
- Logistics Contracts Analyst / Logistics Operations Analyst

# 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"> <li>Brokerage Supervisor/ Freight Supervisor + Permit/ Shipping/ Custom Clearance Coordinator</li> <li>Freight Officer</li> <li>Incoming Quality Coordinator/ Tally Assistant</li> </ul>	<ul style="list-style-type: none"> <li>Depot Supervisor/ Traffic Supervisor/ Dispatch Supervisor/ Hub Operations Supervisor</li> <li>Order Management Executive/ Quote Desk Executive/ Order Fulfilment Officer/ Inside Sales Officer</li> <li>Dispatch Operator/ Transport Operator/ Last Mile Delivery Driver / Container Driver</li> </ul>	<ul style="list-style-type: none"> <li>Mobility to similar job functions or job roles requiring similar skills in other sectors</li> </ul>
Permit/ Shipping/ Custom Clearance Coordinator	<ul style="list-style-type: none"> <li>Brokerage Supervisor/ Freight Supervisor + Permit/ Shipping/ Custom Clearance Coordinator</li> <li>Freight officer</li> <li>Incoming Quality Coordinator/ Tally Assistant</li> <li>Freight Inspector/ Incoming Quality Inspector</li> </ul>	<ul style="list-style-type: none"> <li>Depot Supervisor/ Traffic Supervisor/ Dispatch Supervisor/ Hub Operations Supervisor</li> <li>Order Management Executive/ Quote Desk Executive/ Order Fulfilment Officer/ Inside Sales Officer</li> <li>Traffic Controller/ Transport Officer/ Line Haul Operations Officer</li> </ul>	