

Incoming Quality Coordinator / Tally Assistant

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 reviewing cargo and goods with reference to freight forwarding documents and conducting quality-control checks of goods in order to document the differences in specifications for quantity and quality between consigned and received.

Emerging skills

With automation of administrative tasks, the job holder will be responsible for exercising oversight on quality and compliance. This necessitates reskilling on:

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

Job tasks today	Impact at task-level / Future view of job tasks
Inspect materials received and cargo acceptance documentation	M <ul style="list-style-type: none"> • Optimised documentation solutions will be used to create tamper-proof digital records for cargo acceptance to replace paper-based documentation. Intelligent robotic systems will be able to inspect incoming materials for conformance with standards for quality and quantity of goods received. • The focus will shift to exercising oversight, and downgrade and rejection assessment of incoming materials.
Perform compliance checks and report non-compliances	M <ul style="list-style-type: none"> • RPA and blockchain-based smart contracts, coupled with IoT sensors will enable real-time monitoring and checks for compliance requirements e.g. regulatory requirements for temperature-controlled fleet. Non-compliance will alert the parties or stakeholders of the potential contract breach. The focus will shift to handling such exception cases and taking corrective actions.
Perform safety and health risk assessments	M <ul style="list-style-type: none"> • IoT devices pre-configured with safety and risk controls will provide insights on impending failures and safety risks. The job holder will need to be familiar with evolving safety standards in light of technology evolution, and continue to ensure personal compliance.
Support resource estimation and allocation	M <ul style="list-style-type: none"> • 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.

In the next 3 - 5 years... As Industry 4.0 technologies will **automate the manual, administrative and documentation-heavy tasks**, this role will see in transition in responsibilities from coordinating and tallying documentation to inspecting freight for quality and quantity, and conducting downgrade and rejection assessment of incoming materials.