

# Logistics Contracts Executive / Logistics Operations Executive / Logistics Operations Specialist

## Technology solutions impacting this job...

This job role is impacted by **all 13 technology solutions** identified across warehousing, transportation, freight forwarding, and sales and customer service.

## Impact assessment...



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 planning and executing logistics programmes, including designing supply chains and facilities, executing warehouse and transportation operations, processing orders and managing inventory on behalf of customers.

## Emerging skills

As customers implement I4.0 technologies, there is high scope for this role to take on more advisory, sales and solutioning related activities using improved customer data analytics.

- Advanced Digital Acumen
- Artificial Intelligence Application
- Automation Management
- Data Storytelling and Visualisation
- Internet of Things Application
- Threat Intelligence and Detection
- Business Advisory
- Knowledge Management
- Strategic Service Excellence
- Systems Thinking

Job tasks today	Impact at task-level / Future view of job tasks
Coordinate logistics services' operational schedules	<b>M</b> <ul style="list-style-type: none"> <li>• Predictive analytics of customer data (e.g. process metrics, WMS/TMS reports, weather, traffic, market trends etc.) will enable the job holder to predict customer needs and suggest real-time adjustments to operational schedules</li> <li>• Focus will shift to identifying improvements and predicting potential risks</li> </ul>
Analyse data and research outputs; manage data	<b>L</b> <ul style="list-style-type: none"> <li>• AI (NLP) will be applied to research to decode large volumes of data, thus reducing the effort required in data categorisation, reporting and analytics</li> <li>• Data science skills remain critical; programming languages like R and Python will become crucial in data mining and modelling</li> </ul>
Analyse customer needs to improve relationships	<b>M</b> <ul style="list-style-type: none"> <li>• Advanced analytics and AI will help to synthesise customer profiles and analyse real-time needs. This will allow for more tailored conversations and planning of logistics services that meet customer requirements and enhance relationships</li> </ul>
Perform project management	<b>M</b> <ul style="list-style-type: none"> <li>• Logistics management systems, equipped with advanced data analytics will help in resource optimisation and risk assessment.</li> <li>• While advanced analytics will augment cost and resource optimisation, human experience, technical expertise and judgment remain critical for project management.</li> </ul>
In the next <b>3 - 5</b> years...	<b>This role will evolve to advice customers on industry 4.0 technology solutions</b> as customers continue to adopt advanced technologies in logistics operations. Additionally, there is high scope for this role to take on more sales and solutioning related activities by leveraging improved customer data analytics.