

# Order Management Executive / Quote Desk Executive / Order Fulfilment Officer / Inside Sales Officer

## Technology solutions impacting this job...



Smart Lockers



Round-the-clock customer service via Virtual Assistants



Optimised Documentation

## Impact assessment...



HIGH degree of change in tasks

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 preparing customer proposals/tender documents and fulfilling orders, from identifying customer needs, developing proposals, coordinating with relevant departments and processing orders to shipment and delivery of orders to the customers.

### Job tasks today

### Impact at task-level / Future view of job tasks

Coordinate for delivery of logistics services that meet customer needs	H	<ul style="list-style-type: none"> <li>Integrated digital platforms that use RPA, AI and cloud computing will enable auto-routing of incoming customer orders to relevant warehousing, transportation and freight forwarding functions, thus minimising manual intervention in order fulfilment processes.</li> <li>The job holder will be tasked with resolution of hindrances to improve time to delivery and enhance service quality.</li> </ul>
Analyse market needs and opportunities in key accounts within assigned verticals	M	<ul style="list-style-type: none"> <li>Customer analytics and big data, using a vast array of datasets, will be used to generate insights on customer needs, market trends and business development opportunities.</li> <li>The job holder will be tasked with making sense of prevalent trends, dynamics and market movements to recommend potential solutions to grow the business within the assigned vertical.</li> </ul>
Research potential customer information to facilitate sales	H	<ul style="list-style-type: none"> <li>RPA and big data analytics will enable collection and synthesis of large customer datasets from various digital channels.</li> <li>Customer behaviour analytics will help to predict customers' logistics services requirements, revealing the best times for sales outreach versus traditional methods of cold-calling to drive sales generation.</li> </ul>

In the next **3 - 5** years...

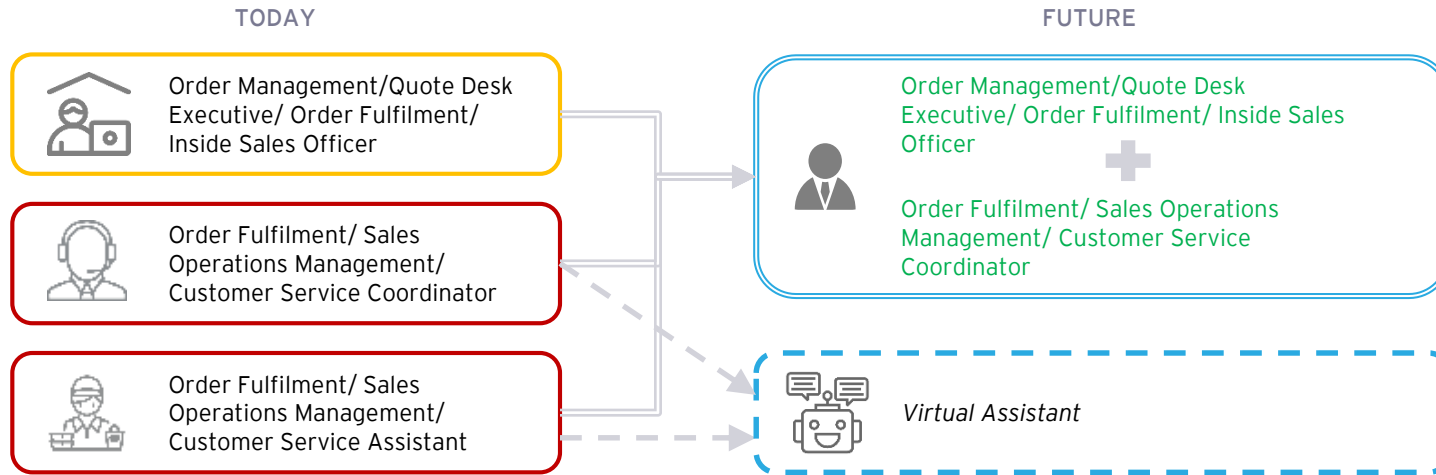
This role will evolve to interpret data and analytical insights so as to recommend potential solutions to grow the business within assigned verticals. This will also require the job holder to deploy a data-driven approach for enhancing sales performance.

### Emerging skills

The job holder will potentially play an augmented role in planning and recommending opportunities for improving sales. The job holder will use the following skills going forward:

- Process Improvement and Optimisation
- Advanced Digital Acumen
- Data Interpretation and Analysis
- Data Storytelling and Visualisation
- Customer Behaviour Analysis
- Social Media Management
- Collaboration
- Lateral Thinking

# 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:

- ☐ Order Fulfilment/ Sales Operations Management/ Customer Service Assistant
- ☐ Order Fulfilment/ Sales Operations Management/ Customer Service Coordinator
- ☐ Order Management/ Quote Desk Executive/ Order Fulfilment/ Inside Sales Officer

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)	
Order Fulfilment/ Sales Operations Management/ Customer Service Assistant	<ul style="list-style-type: none"> <li>Order Management Executive/ Quote Desk Executive/ Order Fulfilment Officer/ Inside Sales Officer + Coordinator</li> <li>Field Sales Executive/ Key Account Executive/ Sales Operations Management Specialist</li> </ul>	<ul style="list-style-type: none"> <li>Freight Officer</li> <li>Brokerage Supervisor/ Freight Supervisor</li> <li>Customer Service Officer/ Service Quality Analyst</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>
Order Fulfilment/ Sales Operations Management/ Customer Service Coordinator	<ul style="list-style-type: none"> <li>Order Management Executive/ Quote Desk Executive/ Order Fulfilment Officer/ Inside Sales Officer + Coordinator</li> <li>Field Sales Executive/ Key Account Executive/ Sales Operations Management Specialist</li> </ul>	<ul style="list-style-type: none"> <li>Customer Service Officer/ Service Quality Analyst</li> <li>Brokerage Supervisor/ Freight Supervisor</li> <li>Logistics Data Management Coordinator/ Logistics Data Entry Coordinator</li> </ul>	