




# Traffic Controller / Transport Officer / Line Haul Operations Officer

## Technology solutions impacting this job...


 Predictive & Prescriptive Fleet Management

 Autonomous Last Mile Delivery

 Dynamic Route Optimisation

 Autonomous Last Yard Delivery

## 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 planning and implementing transportation processes, operations and technology. He/She is also responsible for developing plans to monitor transportation resources utilisation levels and reviewing efficiency of transportation operations.

Job tasks today	Impact at task-level / Future view of job tasks	
Review effectiveness of transportation operation schedules and plans	M	<ul style="list-style-type: none"> <li>Dynamic, real-time route optimisation through the intelligent correlation of data streams (e.g. shipment information, weather, traffic etc.) will augment the transportation planning activities enabling the job holder to efficiently schedule assignments, optimise load sequences and resources, and predict 'down-to-the-minute' estimated time of arrival (ETA).</li> </ul>
Plan cargo or material handling activities	M	<ul style="list-style-type: none"> <li>Cognitive automation and data analytics on factors such as resource utilisation, customer demands, traffic, weather etc. will enable anticipatory planning, scheduling and load optimisation for cargo handling and consolidation activities.</li> <li>Focus will shift to enhancing customer experiences and providing upward feedback for process improvements.</li> </ul>
Support continuous improvement; assess situational factors that inhibit change	M	<ul style="list-style-type: none"> <li>AI and advanced analytics will help job holder conduct "what-if" analyses and scenario testing to evaluate the impact of potential solutions for process improvement. Behavioural and social analytics will be used to model cultural, customer and market trends better. This will enable the job holder to assess situational factors that inhibit change.</li> </ul>
Analyse level of technology usage and conduct training	M	<ul style="list-style-type: none"> <li>Smart, connected technology solutions equipped with self-reporting capabilities will provide insights on usage and efficiency, enabling the job holder to make informed decisions about impact on operations and performance. VR and AR enabled simulations will be utilised to conduct learning activities and technology or electronic tools and devices.</li> </ul>

**In the next 3 - 5 years...**
  
 The job holder will need to be adept at working in a technologically-rich environment. There is **high potential for this role to be redesigned to provide upward feedback** based on data and advanced analytics to assess the effectiveness of predictive fleet management and route optimisation algorithms, and suggesting improvements.

## Emerging skills

This role will be tasked with assessing the effectiveness of technology solutions and suggesting improvements based on data and analytics. This will require development of skills for:

- Advanced Digital Acumen
- Automation Management
- Data Interpretation and Analysis
- Threat Intelligence and Detection
- Business Advisory
- Complex Problem Solving
- Decision Making
- Lateral Thinking