

# Freight Officer

Function: Distribution & Logistics

OVERALL IMPACT

M

The Freight Officer liaises with customers, logistics operators and customs officials to plan and track the movement of goods to ensure goods are cleared through customs or quarantine. He reviews freight costs, negotiates rates with logistics and insurance companies and prepares quotes for customers. He works closely with stakeholders to plan and review operations and negotiate logistics and insurance rates.

KEY TASKS	FUTURE VIEW OF TASKS (3 – 5 YEARS)		REQUIRED SKILLS
Align customer needs with freight operations	M	<ul style="list-style-type: none"><li>Integrate IoT and geolocation tracking technologies for real-time E2E tracking of goods to customer and to enable collection of useful datasets</li><li>Conduct data analysis to identify operational inefficiencies and recommend remediation plans</li></ul>	<div>TECHNICAL SKILLS</div> <ul style="list-style-type: none"><li>Data Interpretation and Analysis</li><li>Workflow digitalisation</li><li>Environmental Protection Management</li><li>Green Facilities Management</li><li>Business Continuity Planning</li></ul> <div>CRITICAL CORE SKILLS</div> <ul style="list-style-type: none"><li>Decision Making</li></ul>
Manage cargo solutions and compliance	M	<ul style="list-style-type: none"><li>Apply simulation modeling to shortlist optimal cargo solutions that are suitable for the organisation’s needs in handling and transportation of goods</li><li>Leverage cognitive automation to validate regulatory transactions in accordance to internal standard operating procedures and legal requirements</li></ul>	
Maintain logistics stakeholder relationships	L	<ul style="list-style-type: none"><li>Tap on vendor management software to enhance collaboration with multiple logistics stakeholders and increase efficiency of negotiation</li><li>Run benchmarking exercises based off collected datasets to identify underperforming vendors for remediation action</li></ul>	

Source: Ipsos Interviews