OPERATIONS ASSISTANT/OPERATIONS COORDINATOR

Level of Impact	High Impact

Job Expectations within the next 3 years

Critical Work Functions	Today	Within 3 Years
Manage trade documentation	• Assist in the preparation and compilation of contracts and documentation for trade transactions • Support the reconciliation and audit of trade transactions • Support the sales and finance departments in processing payments to sellers	• Assist in order creation and execute trade transactions that are aligned with organisational and/or regulatory requirements • **[NEW]** Use **cloud-based solutions** to compile and convert documentation from logistics providers in a single repository, improving the accessibility of information • **[AUGMENTED]** Ensure all trade documentation is properly recorded and stored in the **e-document management system [AUGMENTED]** Use **EDI** to support the use process of automating payment process to sellers and **minimise errors**
Facilitate deployment of products	• Support organisational guidelines and coordinate with logistics providers on the receipt, handling and storage of products • Apply organisational policies to ensure deployment and tracking of products meet requirements • Collect data to assess the performance of key operations activities and support the execution of crisis management plans • Support WSH activities	• **[AUGMENTED]** Collaborate with logistic providers on the **digital supply chain platform** that integrates procurement, logistics, warehousing and inventory management, to facilitate the receipt, handling and storage of products • **[AUGMENTED]** Use **RPA** to automate data collection and assess the performance of key operations activities. Support the execution of crisis management plans • Support WSH activities that incorporate ESG norms such as labour standards, greenhouse gas emissions and energy efficiency
Conduct dispute resolution	• Interpret procedures and contract terms for effective trade dispute resolutions • Identify potential issues and/or queries raised by buyers and sellers within trade portfolios • Keep updated on changes to trade dispute management policies and procedures • Support the investigation of erroneous trade transactions for management resolutions	• **[SUBSTITUTED]** Use **RPA** to automate the collation of data on erroneous trade transactions • Keep updated on changes to trade dispute management policies and procedures • **[NEW]** Examine organisation's trade dispute policies to ensure alignment and eliminate potential errors in disputes • Support internal stakeholders such as the logistics, finance and compliance teams on trade dispute resolution

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Job Expectations within the next 3 years

Critical Work Functions	Today	Within 3 Years
Support application initiatives	• Assist in the review of work processes and procedures to plan for continuous work improvement activities • Contribute to technology implementation projects to facilitate the use of technologies, electronic tools and devices	• Assist in the review of work processes and procedures using **data analytics** to provide data-driven insights for the planning of continuous work improvement activities • Contribute to technology implementation projects to advocate the use of technologies, electronic tools and devices in improving work processes

Job Adjacency

WITHIN WHOLESALE TRADE			OUTSIDE WHOLESALE TRADE		
Business Development Coordinator	Customer Success Coordinator	Supply Chain / Sourcing Coordinator	Customer Success Coordinator	Data Coordinator	Project Coordinator

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SKILL DIFFERENTIATORS

Roles Specific

SKILL	DESCRIPTIONS
Automated Inventory Management	Manage inventory using software applications to allow wholesalers and distributors to add, edit, delete and transfer inventory in real-time.
Carbon Footprint Management	Analyse organisational carbon footprint using specialist assessment tools and contribute towards reduction of carbon footprint.
Data Management / Security	Utilise data securely and follow protocols to protect it from unauthorised access and cybersecurity risks.
E-Contract Negotiation	Conduct contract reviews and negotiations using digital platforms.
E-Document Management	Use e-document platforms to facilitate tracking and updating of information in an integrated system.
Electronic Data Interchanges (EDI)	Export the data into EDI formats and feed the data into applications to enable the seamless exchange of information with business partners.
E-Marketplace Enablement	Support the implementation of e-marketplace platform and analyse data to suggest ways to enhance the user experience.

IN THE NEXT 3-5 YEARS...

The administrative and transactional tasks of this job are expected to be augmented or substituted by technologies such as BI applications, digital documents and smart contracts, e-document management and EDI. With the expanded bandwidth, this role will be expected to review documents and conduct checks on trade documentation and data, particularly in the early stages of technology adoption. This role will also be expected to identify processes that can be replaced or enhanced by technologies. As technology substitutes most of the tasks, there is a possibility for this role to be displaced or merged with another role in the organisation.