OPERATIONS EXECUTIVE

Level of Impact	Medium Impact

Job Expectations within the next 3 years

Critical Work Functions	Today	Within 3 Years
Manage trade documentation	• Perform order creation and execution of trade transactions that are aligned with organisational and/or regulatory requirements • Reconcile trade transactions processes and conduct checks on trade documentation • Collaborate with the sales and finance departments to facilitate payment processes to sellers	• Create orders and execute trade transactions that are aligned with organisational and/or cross-country regulatory requirements • **[NEW]** Leverage **cloud-based solutions** to clean, consolidate and convert documentation from logistics providers in a single repository, improving the accessibility of information • **[NEW]** Use **smart contracts** to support speed, accuracy and transparency of contract and document management • **[AUGMENTED]** Reconcile trade transactions with reference to trade documentations using **e-document** management systems • **[AUGMENTED]** Collaborate with the sales and finance departments to automate payments using **EDI** to minimise errors and reduce operational risks
Facilitate deployment of products	• Implement organisational policies to reduce non-conformance of receipt, handling and storage of products and coordinate with logistics providers • Perform procedures to ensure deployment and tracking of products meet requirements • Analyse key operations performance indicators to determine the effectiveness of operations activities and develop incident or crisis management plans • Support WSH activities	• **[AUGMENTED]** Manage operational activities related to procurement, logistics, warehousing and inventory management through a digital supply chain and **automated inventory management systems** that can deploy and track products and inventories in real-time • **[AUGMENTED]** Use **RPA** to automate documentation management, eliminating human errors in record-keeping and documentation • **[NEW]** Leverage **data analytics** to analyse data from customers' purchase patterns to support demand forecasting • **[NEW]** Support the implementation of **enterprise-wide systems** that integrate the entire supply chain to reduce delivery time and increase order accuracy • Analyse key operations performance indicators to determine the effectiveness of operations activities and develop incident or crisis management plans • Ensure adherence to WSH activities that incorporate ESG norms such as labour standards, greenhouse gas emissions and energy efficiency

OPERATIONS EXECUTIVE

Job Expectations within the next 3 years

Critical Work Functions	Today	Within 3 Years
Conduct dispute resolution	• Implement procedures for effective trade dispute resolutions • Analyse trade portfolios to support issues and/or query resolutions of buyers and sellers • Stay updated on any changes to trade dispute management policies and procedures • Investigate and escalate erroneous trade transactions for management resolutions	• Follow organisational guidelines and policies to facilitate the resolution of trade disputes. • Stay updated on any changes to trade dispute management policies and procedures • **[NEW]** Support the early-stage implementation of **ODR** platforms to resolve and negotiate straightforward and low value disputes more efficiently and effectively, enabling cost and time savings. • **[AUGMENTED]** Apply **data analytics** on transaction data to identify erroneous trade transactions. Investigate errors and prepare reports to avoid similar errors in the future • Support internal stakeholders such as the logistics, finance and compliance teams on trade dispute resolution
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		
Customer Services Executive	Process Improvement Executive	Procurement Executive	Junior Project Executive	Product Executive	Service Delivery Executive

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 transactional activities associated with this role will be augmented or substituted by technologies such as BI applications, digital documents and smart contracts, RPA, e-document management, and EDI. As technology frees up time for this role, there will be an increasing emphasis on identifying operational bottlenecks, inefficient processes and non-value adding activities for future improvements.

BACK TO LIST OF JOBS