

Level of Impact

Medium Impact

Job Expectations within the next 3 years

Critical Work Functions	Today	Within 3 Years
Manage trade documentation	<ul style="list-style-type: none"> Develop contracts and documentation policies and processes required for trade transactions in consultation with logistics providers to ensure safekeeping and delivery of products Review audits conducted on trade transactions to reduce operational risks and develop guidelines to manage trade transactions reconciliations Review and accelerate payment processes for ad-hoc payment issues with sellers 	<ul style="list-style-type: none"> Develop contracting and documentation strategies that consider the intricacies of cross-country regulations Develop documentation processes with logistics providers to ensure safekeeping and delivery of products [AUGMENTED] Implement e-document management systems to track, manage and store documents, reduce the manual workload of audit procedures and minimise operational risks [NEW] Implement EDI systems within the organisation to improve the exchange of business documents in a standard format and automate documentation and payment processes with key supply chain partners [NEW] Adopt and implement technologies such as smart contracts which are self-executing, reducing manual paperwork and increasing the speed of trade transaction processing
Facilitate deployment of products	<ul style="list-style-type: none"> Develop guidelines and remedial actions to address non-conformance in the tracking, receipt, handling and storage of products Manage relationships with logistics providers Collaborate with internal stakeholders to identify gaps and opportunities in business operations Implement crisis management plans Manage WSH activities in compliance with regulatory requirements 	<ul style="list-style-type: none"> Develop guidelines and remedial actions to address non-conformance in the tracking, receipt, handling and storage of products [AUGMENTED] Collaborate and manage relationships with supply chain partners to integrate the supply chain with automated inventory management technologies that can deploy and track products and inventories in real-time [AUGMENTED] Implement RPA to automate documentation management, eliminating human errors in record-keeping and documentation, and improving business operations [NEW] Implement enterprise-wide systems that integrate all existing warehouse, procurement and logistics systems, to reduce delivery time and increase order accuracy Collaborate with internal stakeholders to identify gaps and opportunities in business operations, and implement crisis management plans Build processes that drive WSH in compliance with regulatory requirements and incorporate ESG norms such as labour standards, greenhouse gas emissions and energy efficiency

Job Expectations within the next 3 years

Critical Work Functions	Today	Within 3 Years
Conduct dispute resolution	<ul style="list-style-type: none"> Develop procedures and legal guidelines to resolve trade disputes Ensure policies are up to date and reflective of the changing trade regulations Facilitate discussions with functional teams to resolve issues and/or queries of buyers and sellers Facilitate discussions with the regulation and trade control functions to resolve erroneous trade transactions 	<ul style="list-style-type: none"> Develop guidelines and policies to facilitate the resolution of trade disputes Ensure policies are up to date and reflective of the changing trade regulations locally and internationally [NEW] Support the gradual implementation of digital platforms like ODR to resolve and negotiate straightforward and low-value disputes more efficiently and effectively, enabling cost and time savings. Train others to conduct ODR. [AUGMENTED] Work with other functional teams across the entire supply chain to deliver integrated communication solutions to buyers and sellers, resolve their issues and/or queries and enhance satisfaction levels Collaborate with regulation and trade control functions to resolve erroneous trade transactions while conducting reviews on trade data
Drive collaboration of human resource, technology, finance and continuous improvement initiatives	<ul style="list-style-type: none"> Develop department's financial budgeting process and track budget utilisation Support department's talent attraction, development and retention efforts Develop corporate governance measures Evaluate technologies for process improvement and innovation 	<ul style="list-style-type: none"> Leverage data analytics and BI applications to improve processes, develop department's financial budget and optimise budget utilisation Identify opportunities for workforce development through job redesign and reskilling/upskilling strategies Implement initiatives aligned with the organisation's ESG strategy. Support the development of corporate governance measures as applicable to the track/function

Job Adjacency

WITHIN WHOLESALE TRADE			OUTSIDE WHOLESALE TRADE		
Customer Success Manager	Logistics Manager	Strategic Partnership Manager	Business Intelligence Manager	Business Process Consultant	Events Manager

SKILL DIFFERENTIATORS

Roles Specific

SKILL	DESCRIPTIONS
Automated Inventory Management	Collaborate with technology teams and develop the roadmap for the implementation of automated inventory software application.
Carbon Footprint Management	Assess tools and platforms that can support carbon footprint reduction; recommend suitable solutions. Develop processes to implement carbon footprint reduction plans.
Data Management / Security	Collaborate with technology teams to understand data governance frameworks to secure and protect data from unauthorised access and ensure compliance with regulatory requirements.
E-Contract Negotiation	Promote the use of digital platforms to facilitate contract negotiations and planning with stakeholders.
E-Document Management	Implement and manage e-document platforms to facilitate store, update, track, retrieve and distribute documents in electronic formats for speed and efficiency.
Electronic Data Interchanges (EDI)	Collaborate with technology teams to implement the automated exchange of business documents such as purchase orders, invoices, bills of lading etc., with business partners and ensure the organisation is connected directly to business partners through digital commerce platforms or ERP systems.
E-Marketplace Enablement	Drive the execution of e-marketplace platforms by identifying and onboarding trading partners to transact on the platform. Analyse performance metrics and recommend changes to enhance traffic and trading volumes on the platform.

IN THE NEXT 3-5 YEARS...

This role will continue to execute digital strategies that support the automation of trade processes in the organisation. Some of these technologies include BI applications, digital documents and smart contracts, RPA, e-document management and EDI. With ODR becoming prevalent, this role will be expected to develop guidelines and policies that facilitate the usage of these platforms. Hence, human intervention and good negotiation and mediation skills will remain critical for this job.

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