### Sector
Logistics

### Track
Freight Forwarding and Operations

### Occupation
Import Export Manager/Freight Allocation Manager/Freight Shipping Manager/Freight Documentation Manager/Freight Pricing Manager

### Job Role Description
The Import Export Manager/Freight Allocation Manager/Freight Shipping Manager/Freight Documentation Manager/Freight Pricing Manager is responsible for managing and reviewing freight operational policies, standards and procedures in accordance to freight business and customers' needs, including implementation of freight solutions. He/She is also responsible for managing freight business resources, including manpower, internal assets and external vendors.

Resourceful and analytical, he/she is required to manage resources to obtain buy-in from internal and external stakeholders. He/She is also expected to lead a department, make business decisions independently and be accountable for the profit and loss of the department.

### Critical Work Functions and Key Tasks

#### Drive Freight Forwarding Operations
- Develop freight shipment solutions for improvements and/or closing gaps
- Maintain relationships with vendors, carriers, freight-forwarders and port authorities to provide competitive shipping solutions to customers
- Manage performance of logistics partners to ensure compliance and alignment with customer requirements and contractual obligations

#### Perform Business Continuous Improvement Activities
- Drive business processes improvement solutions
- Engage senior management for buy-in to implement solutions identified
- Motivate colleagues at organisational level to develop innovative solutions for driving change
- Build a culture of business process improvements that extend beyond project lifecycle
- Drive corporate social responsibility policies for logistics operations
- Drive environmental protection policies and procedures
- Drive organisational discussion on adoption of latest technology innovations

#### Drive Cargo Material Handling & Delivery Operations
- Educate employees on the variations in rating principles, states as well as operator variations
- Facilitate exception-handling of cargo documentation process according to industry standards or sector requirements
- Resolve incidents and crisis arising from day-to-day operations
- Manage carrier ranking or customer priority system to ensure strategic business is protected during periods of capacity shortage
- Communicate importance of achieving cargo-handling timeframe outcomes with efficient use of resources

#### Drive Compliance Activities and Operations
- Develop compliance strategies with internal stakeholders to achieve acceptable level of internal compliance and industry standards
- Monitor changes in compliance, tariffs, rates, costs or quotations requirements to manage impact on compliance operations
- Communicate the successful completion of technology projects
- Foster a culture of business process improvements that extend beyond project lifecycle
- Drive corporate social responsibility policies for logistics operations

#### Drive Business Administration Operations
- Influence stakeholders' perspectives on requirements and activities
- Align resource management (manpower and assets) strategies with business strategies across different business activities
- Develop risk mitigation plans
- Manage teams in the workplace

### Technical Skills and Competencies

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<td>Business Continuity Management</td>
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<td>Stakeholder Management</td>
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### Programme Listing
For a list of Training Programmes available for the Logistics sector, please visit: www.skillfuture.sg/skills-framework/logistics

The information contained in this document serves as a guide.