### Critical Work Functions and Key Tasks

#### Perform Freight Forwarding Tasks
- Drive customer attraction and retention strategies to improve customer loyalty
- Develop operational plans for complex freight shipments
- Advise customers on the most cost-efficient freight shipment alternatives based on prevalent tariffs, insurance and quotas
- Communicate with export and import customs authorities in relevant territories and countries to ensure efficient customs clearance

#### Perform Business Continuous Improvement Activities
- Evaluate the costs and benefits of current business processes within warehouse operations
- Evaluate situational factors that inhibit changes
- Evaluate risks associated with different approaches of process changes
- Manage business requirements throughout project lifecycle
- Develop measures using quality management knowledge to enhance quality standards
- Implement environmental protection policies and procedures
- Determine key messages to communicate to internal stakeholders for application of latest technology trends

#### Perform Cargo and/or Material Handling and Delivery Tasks
- Develop contingency plans for cargo handling and delivery operations
- Plan cargo handling and delivery operations in compliance to rating principles as well as operator variations
- Develop methods to improve cargo documentation process based on strict adherence to industry standards or sector requirements
- Plan cargo or material handling security procedures
- Plan effective incident or crisis management initiatives
- Leverage on data analysis to build insights on technology usage

#### Perform Compliance Tasks
- Develop review measures to enhance compliance to internal standard operating procedures (SOP), government regulatory requirements and legislations
- Perform a lead role in compliance operations and/or advise clients on tariffs, rates, costs or quotations requirements and eligibility
- Evaluate carrier performance to ensure on-time shipments
- Develop measures to improve vendor management capability in the organisation
- Develop methods to improve operational policies, standards and procedures
- Implement environmental protection policies and procedures
- Determine key messages to communicate to internal stakeholders for application of latest technology trends

#### Perform Business Administration Tasks
- Evaluate the costs and benefits of current business processes within warehouse operations
- Evaluate risks associated with different approaches of process changes
- Manage business requirements throughout project lifecycle
- Develop measures using quality management knowledge to enhance quality standards
- Implement environmental protection policies and procedures
- Determine key messages to communicate to internal stakeholders for application of latest technology trends
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### Technical Skills and Competencies

<table>
<thead>
<tr>
<th>Skills &amp; Competencies</th>
<th>Level</th>
<th>Technical Skills and Competencies</th>
<th>Generic Skills and Competencies (Top 5)</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Bulk Cargo Administration Level 4</td>
<td>Problem Solving Intermediate</td>
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<td>Business Continuity Management Level 3</td>
<td>Communication Intermediate</td>
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<td>Business Negotiation Level 4</td>
<td>Decision Making Intermediate</td>
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<td>Cargo and Receipt Inspection Level 4</td>
<td>Resource Management Intermediate</td>
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<td>Cargo Tracking System Administration Level 4</td>
<td>Managing Diversity Intermediate</td>
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<td>Freight and Cargo Claim Administration Level 4</td>
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<td>Import and Export Documentation Administration Level 4</td>
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<td>International Trade Legislation Compliance Level 4</td>
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<td>Logistics Process Quality Management Level 3</td>
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<td>Pricing for Cargo Services and Operations Level 4</td>
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<td>Risk Management and Administration Level 2</td>
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<td>Stakeholder Management Level 4</td>
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