SKILLS FRAMEWORK FOR LOGISTICS

SKILLS MAP - DEPOT SUPERVISOR/TRAFFIC SUPERVISOR/DISPATCH SUPERVISOR/HUB OPERATIONS SUPERVISOR

Sector: Logistics
Track: Transportation Management and Operations
Occupation: Transportation Operations Professional

Job Role: Depot Supervisor/Traffic Supervisor/Dispatch Supervisor/Hub Operations Supervisor

Job Role Description:
The Depot Supervisor/ Traffic Supervisor/ Dispatch Supervisor/ Hub Operations Supervisor is responsible for supervising general transport operations and activities including planning and scheduling manpower and transportation resources and executing of transportation operations. He/She is also responsible for preparing and documenting transportation operations reports. Systematic and logical, he is required to supervise transport operations and execute operations. He is also expected to work in rotating shifts, supervise a transport operations team and work with internal and external stakeholders to accomplish his work.

Critical Work Functions

Critical Work Functions and Key Tasks

Perform Transportation Tasks
- Identify risk factors that impact efficiency and safety of transport execution
- Evaluate day-to-day transport operations cost parameters to determine resource requirements
- Track transportation operation schedules to ensure timelines are adhered to
- Develop transportation operation schedules that consider timelines and resource factors
- Coordinate vehicle fleet management plans, including activation of contingency plans

Perform Cargo and/or Material Handling and Delivery Tasks
- Manage cargo documentation process according to industry standards or sector requirements
- Perform incident or crisis management initiatives
- Track cargo-handling schedules to ensure timelines are complied with
- Develop cargo-handling schedules that consider timelines and resource factors

Perform Business Continuous Improvement Activities
- Plan continuous improvement activities and performance improvement strategies
- Assess situational factors that promote and inhibit change
- Analyze business requirements
- Evaluate identification of business requirements
- Facilitate adherence to quality procedures
- Implement environmental protection policies and procedures
- Facilitate sustainability activities by using processes that are non-polluting, energy and resource-saving, economically-efficient and safe for workers, communities and consumers

Perform Safety and Health Tasks
- Manage WSH activities to ensure team compliance to requirements
- Develop programmes that enhance WSH standards and practices
- Suggest WSH solutions to address localised shortcomings in existing processes
- Develop action plans based on best solutions identified during WSH solutioning discussions

Perform Business Administration Tasks
- Optimize use of allocated resources within business activities
- Apply operational policies, standards and procedures
- Supervise teams at work

Skills & Competencies

Technical Skills and Competencies

Business Continuity Management Level 3
Cargo Receipt and Inspection Level 3
Cargo Security Control Level 3
Cargo Tracking System Administration Level 3
Dangerous Goods (DG) Management Level 3
Equipment Maintenance Level 3
Environmental Protection Management Level 3
Import and Export Documentation Administration Level 3
Material Management (Planning, Sourcing, Use, Disposal) Level 3
Risk Management and Administration Level 2
Stakeholder Management Level 3
Technology Application Level 2
Transport Management System Administration Level 3
Transportation Hub/Control Centre Administration Level 3
Transportation Route & Schedule Planning Level 3
Warehousing/Cargo-related Occupational Health and Safety Management Level 3

Generic Skills and Competencies (Top 5)

Assess situational factors that promote and inhibit change
Plan continuous improvement activities and performance improvement strategies
Evaluate identification of business requirements
Facilitate adherence to quality procedures
Implement environmental protection policies and procedures

Programme Listing
For a list of Training Programmes available for the Logistics sector, please visit: www.skillsfuture.sg/skills-framework/logistics

The information contained in this document serves as a guide.

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