SKILLS FRAMEWORK FOR LOGISTICS
SKILLS MAP - TRAFFIC CONTROLLER/TRANSPORT OFFICER/LINE HAUL OPERATIONS OFFICER

**Sector**: Logistics
**Track**: Transportation Management and Operations

**Occupation**: Transportation Operations Professional
**Job Role**: Traffic Controller/Transport Officer/Line Haul Operations Officer

**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.

**Job Role Description**
The Traffic Controller/Transport Officer/Line Haul Operations Officer is responsible for planning and implementing transportation processes, operations and technology. He/She is also responsible for developing plans to monitor transportation resources utilisation levels and reviewing efficiency of transportation operations.

Analytical and systematic, he is required to explore solutions and analyse feasibility of plans. He is also expected to work closely with internal and external stakeholders to implement processes and technology.

**Critical Work Functions**

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<th>Critical Work Functions</th>
<th>Key Tasks</th>
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<tr>
<td>Perform Transportation Tasks</td>
<td>Identify risk factors that impact efficiency and safety of transport execution</td>
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<tr>
<td>Perform Cargo and/or Material Handling and Delivery Tasks</td>
<td>Compute effectiveness of transport plans using established benchmarks and parameters</td>
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<tr>
<td>Perform Business Continuous Improvement Activities</td>
<td>Interpret data sets to make sense of data implications in transport operations management</td>
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<td>Perform Technology Application Tasks</td>
<td>Develop transportation operation schedules that consider timelines and resource factors</td>
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<tr>
<td>Perform Business Administration Tasks</td>
<td>Develop and implement contingency plans to integrate transportation operations within logistics operations</td>
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**Critical Work Functions and Key Tasks**

- **Perform Transportation Tasks**: Identify risk factors that impact efficiency and safety of transport execution. Compute effectiveness of transport plans using established benchmarks and parameters. Interpret data sets to make sense of data implications in transport operations management. Develop transportation operation schedules that consider timelines and resource factors. Develop vehicle fleet management plans, including activation of contingency plans. Collaborate with stakeholders to integrate transportation operations within logistics operations.
- **Perform Cargo and/or Material Handling and Delivery Tasks**: Plan delivery and pick-up transportation operations. Select and deploy material handling systems. Plan cargo or material handling security procedures. Plan effective incident or crisis management initiatives. Facilitate cargo consolidation activities.
- **Perform Business Continuous Improvement Activities**: Plan and implement continuous improvement activities and performance improvement strategies. Assess how different approaches may impact the problem-solving outcomes. Analyse how different approaches may impact the problem-solving outcomes. Analyse business requirements. Develop activities to improve quality of logistics services. Coordinate team members to support technology projects. Facilitate cargo consolidation activities.
- **Perform Technology Application Tasks**: Evaluate latest technology trends for application to logistics business. Develop activities to improve quality of logistics services. Coordinate team members to support technology projects. Facilitate cargo consolidation activities. Analyse how different approaches may impact the problem-solving outcomes. Analyse business requirements. Develop activities to improve quality of logistics services. Coordinate team members to support technology projects. Facilitate cargo consolidation activities.
- **Perform Business Administration Tasks**: Plan and implement continuous improvement activities and performance improvement strategies. Assess how different approaches may impact the problem-solving outcomes. Analyse business requirements. Develop activities to improve quality of logistics services. Coordinate team members to support technology projects. Facilitate cargo consolidation activities.

**Skills & Competencies**

- **Business Continuity Management**: Problem Solving - Intermediate
- **Cargo Security Control**: Communication - Intermediate
- **Cargo Tracking System Administration**: Leadership - Basic
- **Dangerous Goods (DG) Management**: Managing Diversity - Basic
- **Environmental Protection Management**: Resource Management - Intermediate
- **Import and Export Documentation Administration**: Process Quality Management - Level 3
- **Logistics Process Quality Management**: Logistics Management - Level 3
- **Logistics Solution Design Thinking**: Material Management (Planning, Sourcing, Use, Disposal) - Level 3
- **Process Improvement and Optimisation**: Risk Management and Administration - Level 2
- **Risk Management and Administration**: Stakeholder Management - Level 3
- **Shipping Load Planning and Palletisation/Consolidation**: Technology Application - Level 3
- **Transport Management System Administration**: Transport Management System Administration - Level 3
- **Transportation Hub/Control Centre Administration**: Transportation Hub/Control Centre Administration - Level 3

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