

SKILLS FRAMEWORK FOR LOGISTICS				
SKILLS MAP - IMPORT EXPORT ADMINISTRATIVE ASSISTANT/SHIPPING ASSISTANT				
Sector	Logistics			
Track	Freight Forwarding and Operations			
Occupation	Freight Forwarding Operator			
Job Role	Import Export Administrative Assistant/Shipping Assistant			
Job Role Description	<p>The Import Export Administrative Assistant/ Shipping Assistant is responsible for providing assistance and to liaise with customers or destination/ origin logistics operators and customs to plan and track shipments and ensure goods are cleared through customs. He/She is also responsible for providing assistance accurately in preparing the necessary export/import documentations and supporting in the processing of logistics insurance.</p> <p>Systematic and logical, he/she is required to record documentation with high accuracy and precision and is responsible to ensure goods clear customs. He/She is also expected to work with internal and external stakeholders to accomplish his work.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Perform Freight Forwarding Tasks		Conduct targeted conversations with customers to identify customer needs	
			Perform data entry for freight services	
	Perform Cargo and/or Material Handling and Delivery Tasks		Perform cargo or material-handling security procedures	
			Perform documentation for cargo consolidation activities	
			Perform documentation for transshipment and transloading operations	
			Perform documentation for specialised cargo	
	Perform Compliance Tasks		Perform documentation for compliance operations and/or advise clients on tariffs, rates, costs or quotations requirements and eligibility	
			Perform documentation for checks in accordance to internal standard operating procedures (SOP), government regulatory requirements and legislations to identify non-compliance	
	Perform Business Administration Tasks		Work with allocated resources to ensure alignment of interest within business activities	
		Follow operational policies, standards and procedures		
		Perform basic risk assessment		
Skills & Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Cargo Issuance and Dispatch	Level 1	Communication	Basic
	Cargo Receipt and Inspection	Level 1	Problem Solving	Basic
	Cargo Tracking System Administration	Level 1	Decision Making	Basic
	Cold Chain Operations Administration	Level 1	Digital Literacy	Basic
	Customer Management	Level 1	Service Orientation	Basic
	Freight and Cargo Claim Administration	Level 2		
	Freight Insurance Administration	Level 2		
	Import and Export Documentation Administration	Level 1		
	Livestock Cargo Administration	Level 1		
	Risk Management and Administration	Level 1		
	Time Sensitive Cargo Delivery Management	Level 1		
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.