

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CARGO OFFICER				
Sector	Air Transport			
Sub-Sector	Airport			
Track	Cargo Operations			
Occupation	Cargo Operations Operator			
Job Role	Cargo Officer			
Job Role Description	<p>The Cargo Officer ensures that cargo shipments are handled and stored according to Standard Operating Procedures (SOPs) and handling requirements. He/She prepares all essential cargo documentation and performs stock control and housekeeping operations to ensure shipments are arranged according to cargo plans. He also follows and implements safety and/or security measures and escalates safety and security breaches.</p> <p>Besides being knowledgeable in operating different equipment and vehicles related to cargo operations, the Cargo Officer works under all weather conditions as well as in shifts to accommodate round-the-clock flight arrivals and departures. He is also familiar with the safety standards and regulations set by the organisation and other authorities. In addition, he is detail-oriented, meticulous and works well with others.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)	
	Administer air cargo operations	Administer plans for handling and storage of shipments		In accordance with: Singapore Qualified Driving Licence (Class 3)
		Prepare cargo manifests to account for total number of outgoing cargo		
		Prepare master Air Waybills (AWB) before dispatching cargo for loading on board aircraft		
		Prepare cargo load plans based on weight of Unit Load Devices (ULDs) and available payloads		
Maintain warehouse operations	Perform housekeeping operations and stock control of warehouse cargo and items			
	Facilitate compliance of height, weight and special handling requirements in stacking, moving and arranging items on pallets according to storage plans			
Manage hazardous materials and/or dangerous goods	Report breaches of Standard Operating Procedures (SOPs) involving hazardous materials and/or dangerous goods to supervisors			

		Monitor the safe stowage of hazardous materials and/or dangerous goods		
		Verify the handling of hazardous materials and/or dangerous goods adheres with safety standards and SOPs		
	Uphold safety and/or security standards	Interpret and follow safety and security standards for teams in the workplace		
		Escalate reports of breaches in safety and security standards to relevant authorities		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Communication	Intermediate
	Air Cargo Operations Management	Level 2	Teamwork	Intermediate
	Aircraft Turnaround Coordination	Level 2	Interpersonal Skills	Intermediate
	Cargo Load Planning	Level 2	Developing People	Basic
	Cargo Receipt and Inspection	Level 2	Problem Solving	Basic
	Cargo Tracking Systems Administration	Level 3		
	Cargo Transit and Transshipment Management	Level 2		
	Cargo Warehouse Operations	Level 2		
	Change Management	Level 2		
	Dangerous Goods Management	Level 2		
	Ground Handling Services and Operations Management	Level 2		
	Hazard and Risk Control and Policy Management	Level 3		
	Human Factors Management	Level 2		
	Human-Robot Collaboration	Level 2		
	Import and Export Documentation Administration	Level 2		
	Inclement Weather Operations and Planning	Level 2		

	Innovation Management	Level 2	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 2	
	Internet of Things Application	Level 2	
	Learning and Development	Level 2	
	Process Improvement and Optimisation	Level 2	
	Stakeholder Management	Level 2	
	Technology Application	Level 2	
	Unit Load Devices Operations	Level 2	
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport		

The information contained in this document serves as a guide.