

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – SUPERVISOR (CARGO)</b>					
<b>Sector</b>	Air Transport				
<b>Sub-Sector</b>	Airport				
<b>Track</b>	Cargo Operations				
<b>Occupation</b>	Cargo Operations Professional				
<b>Job Role</b>	Supervisor (Cargo)				
<b>Job Role Description</b>	<p>The Supervisor (Cargo) oversees cargo handling operations to ensure adherence to Standard Operating Procedures (SOPs) and established handling standards. He/She monitors the development of cargo load plans and organises warehouse operations based on warehousing situations and contingencies. He enforces safety and/or security standards by carrying out periodic safety checks and investigating security breaches. He also serves as a mentor to team members and/or direct reports and is responsible for resolving conflicts, grievances and disputes among the team.</p> <p>The Supervisor (Cargo) has an adept knowledge in operating different equipment and vehicles in compliance with the safety standards and regulations set by the organisation. He works under all weather conditions as well as works in shifts to accommodate round-the-clock flight arrivals and departures. In addition, he possesses good communication, interpersonal and supervisory skills to interact with people at all levels and provide guidance to the team.</p>				
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>		<b>Key Tasks</b>	<b>Performance Expectations (For legislated / regulated occupations)</b>	
	Administer air cargo operations		Audit air cargo operations to ensure compliance to Standard Operating Procedures (SOPs)		In accordance with:  Singapore Qualified Driving Licence (Class 3)
			Finalise booklist of flights for outgoing cargo		
			Make amendments to cargo load plans based on weight of Unit Load Devices (ULDs) and aircraft weight and balance		
			Communicate shipping requirements for different types of cargo to the team and customers		
	Maintain warehouse operations		Organise warehouse operations according to different warehousing situations and contingencies		
Resolve warehouse operations quality issues					
Manage hazardous		Notify authorities of breaches of SOPs involving hazardous materials and/or dangerous goods			

	materials and/or dangerous goods	Supervise activities and handling of hazardous materials and/or dangerous goods					
		Prepare schedules and allocate tasks to the team for hazardous materials incidents					
	Uphold safety and/or security standards	Enforce compliance of safety and security standards in the workplace					
		Investigate root causes of breaches in safety and security standards					
		Carry out safety and/or security checks in the workplace					
	Influence organisational development	Manage staff conflicts, grievances and disputes					
		Provide coaching and feedback to improve team performance					
		Provide on-the-job training to enhance capabilities of team members and/or direct reports					
		Act as mentor to team members and/or direct reports					
	<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>			<b>Generic Skills &amp; Competencies (Top 5)</b>		
		Accident and Incident Response Management			Level 3	Communication	Intermediate
		Air Cargo Operations Management			Level 3	Teamwork	Intermediate
Aircraft Turnaround Coordination		Level 3	Problem Solving	Intermediate			
Cargo Load Planning		Level 3	Interpersonal Skills	Advanced			
Cargo Receipt and Inspection		Level 3	Transdisciplinary Thinking	Basic			
Cargo Tracking Systems Administration		Level 3					
Cargo Transit and Transshipment Management		Level 3					
Cargo Warehouse Operations		Level 3					
Change Management		Level 3					
Dangerous Goods Management		Level 3					
Ground Handling Services and Operations Management		Level 3					
Hazard and Risk Control and Policy Management		Level 3					

	Human Factors Management	Level 3	
	Human-Robot Collaboration	Level 3	
	Import and Export Documentation Administration	Level 3	
	Inclement Weather Operations and Planning	Level 3	
	Innovation Management	Level 3	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 3	
	Internet of Things Application	Level 3	
	Learning and Development	Level 3	
	Process Improvement and Optimisation	Level 3	
	Stakeholder Management	Level 3	
	Standard Operating Procedures Development	Level 3	
	Technology Application	Level 3	
	Unit Load Devices Operations	Level 3	
<b>Programme Listing</b>	For a list of Training Programmes available for the Air Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/air-transport">www.skillsfuture.sg/skills-framework/air-transport</a>		

The information contained in this document serves as a guide.