

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – EXECUTIVE (CARGO)		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Cargo Operations	
Occupation	Cargo Operations Professional	
Job Role	Executive (Cargo)	
Job Role Description	<p>The Executive (Cargo) collaborates with airlines to determine their cargo shipment requirements and updates Standard Operating Procedures (SOPs) to reflect new international regulations and air laws. He/She evaluates warehousing standards and storage plans to ensure compliance with SOPs. He also develops action plans to prevent the recurrence of safety and/or security issues and manages major operations involving hazardous materials and/or dangerous goods. He is also accountable for manpower deployment and developing on-the-job training programmes and workplace learning plans.</p> <p>Besides having a sound knowledge of cargo handling procedures, the Executive (Cargo) is kept up-to-date with international airfreight regulations as well as safety regulations and practices of the organisation. He possesses excellent communication skills, strong people and clientele management skills. The ability to handle problems and being resourceful are also key attributes. In addition, he is able to work under pressure with good multi-tasking skills.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Administer air cargo operations	Review Standard Operating Procedures (SOPs) for air cargo operations based on new international regulations and air laws
		Develop cargo handling schedules by taking into consideration timelines and resource factors
		Determine airlines' requirements for shipments of cargo
	Maintain warehouse operations	Evaluate storage plans to enhance efficiency of warehouse space
		Evaluate warehousing standards for quality management systems
	Manage hazardous materials and/or dangerous goods	Develop contingency plans during incidents involving hazardous materials and/or dangerous goods
		Oversee all major operations involving hazardous materials and/or dangerous goods
		Allocate manpower resources to respond to hazardous materials incidents
		Oversee clean-up operations involving hazardous materials
	Uphold safety and/or security standards	Enforce a strong safety and/or security culture in the workplace
		Address internal or external audit issues
Recommend action plans to prevent future safety and security breaches		

	Influence organisational development	Develop on-the-job training programmes		
		Develop workplace learning plans		
		Advise supervisors and/or team leads in the execution of new policies		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Communication	Advanced
	Air Cargo Operations Management	Level 4	Problem Solving	Advanced
	Aircraft Turnaround Coordination	Level 4	Leadership	Intermediate
	Business Development	Level 4	Decision Making	Advanced
	Business Negotiation	Level 4	Managing Diversity	Advanced
	Cargo Load Planning	Level 4		
	Cargo Receipt and Inspection	Level 4		
	Cargo Tracking Systems Administration	Level 4		
	Cargo Transit and Transhipment Management	Level 4		
	Cargo Warehouse Operations	Level 4		
	Change Management	Level 4		
	Crisis Communication and Media Management	Level 3		
	Customer Relationship Management	Level 4		
	Dangerous Goods Management	Level 4		
	Financial Planning and Budget Management	Level 3		
	Ground Handling Services and Operations Management	Level 4		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 4		
	Human-Robot Collaboration	Level 4		
	Import and Export Documentation Administration	Level 4		
Inclement Weather Operations and Planning	Level 4			

	Innovation Management	Level 4	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 4	
	Internet of Things Application	Level 4	
	Learning and Development	Level 4	
	Manpower Planning	Level 4	
	Process Improvement and Optimisation	Level 4	
	Service Innovation	Level 4	
	Stakeholder Management	Level 4	
	Standard Operating Procedures Development	Level 4	
	Technology Application	Level 4	
	Unit Load Devices Operations	Level 4	
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.