

| SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – MANAGER (CARGO) | | |
|---|--|---|
| Sector | Air Transport | |
| Sub-Sector | Airport | |
| Track | Cargo Operations | |
| Occupation | Cargo Operations Manager | |
| Job Role | Manager (Cargo) | |
| Job Role Description | <p>The Manager (Cargo) leads the development of operational strategies to improve the effectiveness of air cargo and warehouse operations. He/She is responsible for driving continuous improvement and business development initiatives to optimise processes and meet customer needs. He develops Standard Operating Procedures (SOPs) and systems to mitigate safety and/or security risks and monitors the adherence to safety and/or security standards. He also advises authorities and other teams to manage incidents involving hazardous materials and/or dangerous goods. He develops the teams' technical capabilities and maintains positive morale within the teams.</p> <p>The Manager (Cargo) has an extensive knowledge of cargo handling procedures, international airfreight regulations and policy requirements. He is also well-versed in organisational safety regulations and practices. He possesses strong interpersonal and stakeholder management skills in order to build and maintain stakeholder relationships. In addition, he is adaptable and manages stressful situations within a tight time frame. He also has strong communication and people management skills with outstanding computer literacy and problem-solving skills.</p> | |
| Critical Work Functions and Key Tasks | Critical Work Functions | Key Tasks |
| | Administer air cargo operations | Develop Standard Operating Procedures (SOPs) for air cargo operations in line with industry standards and regulatory requirements |
| | | Negotiate with airlines for cargo space, flight timing and preferential rates |
| | Maintain warehouse operations | Develop warehouse planning methods, warehouse storage and layout plans |
| | | Review warehouse operations through application of supply chain and business management principles |
| | Manage hazardous materials and/or dangerous goods | Advise authorities and other teams on contingency plans during incidents involving hazardous materials and/or dangerous goods |
| | | Establish SOPs for handling hazardous materials and/or dangerous goods |
| Evaluate severity of incidents involving hazardous materials and/or dangerous goods and determine manpower requirements for clean-up operations | | |
| | Develop contingency plans for areas affected by hazardous materials | |

| | | | | |
|--|--|--|--|----------|
| | Uphold safety and/or security standards | Identify safety and security risks and develop plans to mitigate identified risks | | |
| | | Develop systems to monitor adherence to safety and security standards | | |
| | | Lead continuous improvement projects to improve safety and security in the workplace | | |
| | Influence organisational development | Conduct interviews and make hiring decisions | | |
| | | Develop staff through capability development and coaching | | |
| | | Address complaints and key concerns impacting staff morale and performance | | |
| | | Lead change management in the organisation | | |
| | Drive business development operations | Analyse customers' needs to modify products and services | | |
| | | Recommend new products and services to customers | | |
| | | Propose initiatives to enhance productivity and innovation | | |
| Skills & Competencies | Technical Skills & Competencies | | Generic Skills & Competencies (Top 5) | |
| | Accident and Incident Response Management | Level 3 | Communication | Advanced |
| | Air Cargo Operations Management | Level 5 | Problem Solving | Advanced |
| | Aircraft Turnaround Coordination | Level 4 | Leadership | Advanced |
| | Business Development | Level 5 | Developing People | Advanced |
| | Business Negotiation | Level 5 | Computational Thinking | Basic |
| | Cargo Load Planning | Level 4 | | |
| | Cargo Receipt and Inspection | Level 4 | | |
| | Cargo Tracking Systems Administration | Level 4 | | |
| | Cargo Transit and Transshipment Management | Level 4 | | |
| | Cargo Warehouse Operations | Level 4 | | |
| | Change Management | Level 5 | | |
| | Crisis Communication and Media Management | Level 4 | | |
| | Customer Relationship Management | Level 5 | | |
| | Dangerous Goods Management | Level 4 | | |
| Financial Planning and Budget Management | Level 4 | | | |

| | | | |
|--------------------------|---|---------|--|
| | Ground Handling Services and Operations Management | Level 5 | |
| | Hazard and Risk Control and Policy Management | Level 4 | |
| | Human Factors Management | Level 5 | |
| | Human-Robot Collaboration | Level 5 | |
| | Inclement Weather Operations and Planning | Level 5 | |
| | Innovation Management | Level 5 | |
| | International Air Transport Association Safety Audit for Ground Operations Implementation | Level 5 | |
| | Internet of Things Application | Level 5 | |
| | Learning and Development | Level 5 | |
| | Manpower Planning | Level 5 | |
| | Process Improvement and Optimisation | Level 5 | |
| | Service Innovation | Level 5 | |
| | Stakeholder Management | Level 5 | |
| | Standard Operating Procedures Development | Level 5 | |
| | Technology Application | Level 4 | |
| | Unit Load Devices Operations | Level 5 | |
| 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.