

**SKILLS FRAMEWORK FOR SEA TRANSPORT
SKILLS MAP - SHIP AGENT/BOARDING OFFICER**

Sector	Sea Transport			
Track	Shipping			
Sub-track	Shipping Operations			
Occupation	Ship Agency Manager			
Job Role	Ship Agent/Boarding Officer			
Job Role Description	<p>The Ship Agent/Boarding Officer is the first point of contact for ships arriving at the port. He/She processes all formalities and declarations, including cargo documentations, invoices and inwards shipments, to ensure smooth entry and departure of ships assigned, while ensuring compliance to regulatory requirements. He manages transshipment cargo by searching and seeking approval for slots in next available connecting vessels, and is also responsible for managing crew changes, logistics and immigration requirements.</p> <p>He is an organised person who can juggle the demands of paperwork and on-site work.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Plan and execute port husbandry activities		Monitor ship arrivals and departures, both real-time and forward basis	
			Assess impact of potential delays to ship arrivals and departures, both real-time and forward basis	
			Prepare quotations and pro-forma disbursements as required by shipowners/operators and other port service providers	
			Supervise and/or liaise with colleagues on documentation for local authorities, shipowners/operators and other port service providers	
			Plan and coordinate crew changes, including flight, accommodations, transportation to vessel, immigration, etc.	
			Plan and coordinate with bunker suppliers on the timing, quality and quantity of bunker delivery	
			Plan and coordinate with equipment manufacturers/distributors, food and beverage and other ship suppliers on the delivery of supplies to the vessel	
			Coordinate with shipowners/operators on cash delivery to ship masters and crew	
	Manage cargo operations and documentation		Resolve problems arising from port calls and related activities	
			Generate bills of lading, booking confirmation, cargo manifest, stowage plan and invoices pertaining to import or export shipments, based on information provided by shippers	
			Verify records on incoming and outgoing shipments	
			Ensure key operational performance indicators are met	
			Manage transshipment cargo that are in roll pool by searching and seeking approval for slots in the next available connecting vessel	
			Ensure compliance to statutory formalities and factual declarations	
			Process all formalities and declarations in a timely manner to ensure smooth entry/departure of ships assigned	
Attend at sites to monitor cargo loading and unloading operations				
Lead improvements to enhance efficiency		Liaise with a wider network of ship agency partners on port husbandry matters in other ports on behalf of ship owning principals		
		Propose workflow improvements to improve efficiency		
Manage resource planning		Assist with implementation of workflow improvements to improve efficiency		
		Optimise utilisation of resources		
Service client accounts		Acquire and allocate resources to support operations		
		Liaise with clients on status of cargo clearance		
Grow ship agency business		Update and/or report to shipowners and operators on ship activities, cargo operations and status of port clearance		
		Identify and solicit prospective clients		
		Identify clients' needs and expectations		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Business Data Analysis	Level 2	Service Orientation	Intermediate
	Business Planning	Level 3	Sense Making	Intermediate
	Cargo Loading and Unloading	Level 3	Teamwork	Basic
	Claims Processing	Level 3	Problem Solving	Intermediate
	Cyber Security	Level 3	Communication	Basic
	Documentation and Administration	Level 3		
Innovation	Level 3			

	Networking	Level 3	
	Port Call Planning	Level 3	
	Proposal Writing	Level 3	
	Resource Management	Level 3	
	Service Excellence	Level 3	
	Technology Integration	Level 2	
Programme Listing	For a list of Training Programmes available for the Sea Transport sector, please visit: www.skillsfuture.sg/skills-framework/sea-transport		

The information contained in this document serves as a guide.