

**SKILLS FRAMEWORK FOR SEA TRANSPORT
SKILLS MAP - SHIP AGENCY MANAGER**

Sector	Sea Transport				
Track	Shipping				
Sub-track	Shipping Operations				
Occupation	Ship Agency Manager				
Job Role	Ship Agency Manager				
Job Role Description	<p>The Ship Agency Manager liaises with port officials and terminal operators to plan husbandry works and/or cargo Operations, and is responsible for ships' interests when they are in port. He/She has a sound knowledge of customs and immigration procedures, and port and flag state regulations, and is able to anticipate potential disruptions to work plans.</p> <p>He oversees a team and possesses strong interpersonal skills to establish strong relationships with the industry.</p>				
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks		
	Plan and execute port husbandry activities		Coordinate with port authority, terminal operators and statutory boards via the online platforms Ensure all regulatory requirements are complied with for ships calling into port		
	Manage cargo operations and documentation		Manage issues arising from cargo operations and customs clearance Keep abreast of updates in regulatory requirements relating to cargo clearance and documentation Oversee resolution of issues arising from cargo operations and documentation Analyse reports on ship agency activities Monitor the targets achieved against key performance indicators Develop business unit plans		
	Lead improvements to enhance efficiency		Oversee implementation of workflow improvements to improve efficiency Assess viability of workflow improvements		
	Manage business risks		Manage compliance to risk management frameworks, policies and processes Conduct data analysis to identify trends, patterns and associated risks		
	Manage resource planning		Develop strategies for resource planning and utilisation Review the utilisation of resources		
	Grow ship agency business		Analyse market data to identify new business opportunities by venturing into new business activities, segments and/or geographical markets Evaluate opportunities and risks of potential businesses opportunities Identify and evaluate potential of new suppliers and/or partners for port husbandry activities		
	Service client accounts		Oversee billings to and voyage accounts of clients, ship-owners and shipping lines Liaise with freight forwarders, hauliers, ship-owners, shipping lines/ agents and customers Develop close working relationships with the port regulator, port health, Singapore customs and immigration authorities		
	Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
		Budgeting	Level 4	Leadership	Advanced
Business Data Analysis		Level 4	Problem Solving	Advanced	
Business Planning		Level 4	Creative Thinking	Intermediate	
Cargo Loading and Unloading		Level 4	Service Orientation	Advanced	
Cash Flow Reporting		Level 4	Developing People	Advanced	
Claims Processing		Level 4	Interpersonal Skills	Advanced	
Cyber Security		Level 3	Global Mindset	Advanced	
Documentation and Administration		Level 4	Transdisciplinary Thinking	Intermediate	
Financial Analysis		Level 4	Communication	Intermediate	
Financial Management		Level 4	Resource Management	Intermediate	
Innovation		Level 4	Lifelong Learning	Intermediate	
Networking		Level 4	Teamwork	Intermediate	
Organisational Strategy and Policy Realisation		Level 4	Managing Diversity	Intermediate	
Port Call Planning		Level 4	Decision Making	Intermediate	
Resource Management		Level 4	Sense Making	Intermediate	
Risk Compliance and Governance		Level 4	Computational Thinking	Intermediate	
Risk Control and Response Planning	Level 4				
Service Excellence	Level 4				

	Technology Integration	Level 3	
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.