

SKILLS FRAMEWORK FOR SEA TRANSPORT SKILLS MAP - HUB COORDINATOR/SHIPPING CLERK				
Sector	Sea Transport			
Track	Shipping			
Occupation	Ship Agency Manager			
Job Role	Hub Coordinator/Shipping Clerk			
Job Role Description	<p>The Hub Coordinator/Shipping Clerk coordinates operational activities at the port, while ensuring compliance with customs and immigration procedures, port and flag state regulations. He/She liaises with regulatory authorities on cargo documentation clearance, and maintains the necessary documentations pertaining to import or export shipment for compliance to regulations and requirements. He also assists with transshipment cargo, identifying discharging vessels and ensuring proper redirection to the correct connecting vessels.</p> <p>He is detailed oriented and is expected to provide high levels of customer service to key stakeholders.</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, and assess impact of potential delays	
	Manage cargo operations and documentation		Liaise with regulatory authorities on cargo documentation clearance	
			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	
			Update and maintain shipment records	
		Identify the relevant transshipment cargo from discharging vessel and determine connecting vessel		
		Extract, synthesize and submit relevant cargo information for customs clearance		
Lead improvements to enhance efficiency		Propose workflow improvements to improve efficiency		
		Assist with implementation of workflow improvements to improve efficiency		
Grow ship agency business		Handle customer enquiries on vessel schedules, freight rates and conditions of carriage		
Service client accounts		Update databases on ship arrivals, ship departures and cargo documentation		
		Update and/or report to ship owners and operators on ship activities, cargo operations and status of port clearance		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Business Data Analysis	Level 2	Service Orientation	Basic
	Cargo Loading and Unloading	Level 2	Problem Solving	Basic
	Cyber Security	Level 3	Sense Making	Basic
	Documentation and Administration	Level 2	Communication	Basic
	Innovation	Level 3	Interpersonal Skills	Basic
	Port Call Planning	Level 2		
Service Excellence	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.