

**SKILLS FRAMEWORK FOR WHOLESAL TRADE
SKILLS MAP - OPERATIONS MANAGER**

Sector	Wholesale Trade	
Track	Operations, Procurement and Sourcing	
Occupation	Operations Manager	
Job Role	Operations Manager	
Job Role Description	<p>The Operations Manager develops operational processes that are efficient, effective and aligned with organisation guidelines. He/She also takes the lead in managing the efficient storage and deployment of products while managing conflicts on trade transactions with well-versed knowledge in trade regulations and guidelines.</p> <p>Equipped with excellent interpersonal and communication skills, he is able to collaborate closely with a diverse range of stakeholders in managing the organisation's local and regional trade operations. He is a proactive individual with a methodical mindset, enabling him to address complex issues in a challenging business environment.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage trade documentation	<p>Develop organisation contracts and documentation policies required for trade transactions</p> <p>Develop organisational guidelines to manage trade transactions reconciliations with trade documentations, contract terms and/or regulatory requirements</p> <p>Review audits conducted on trade documentations and contract terms of trade transactions to reduce operational risks</p> <p>Develop documentation processes with logistics providers to ensure safekeeping and delivery of organisation's products</p> <p>Review and accelerate payment processes for ad-hoc payment issues with sellers</p>
	Facilitate deployment of products	<p>Develop organisational guidelines and remedial actions to address non-conformance in the receipt, handling and storage of products</p> <p>Manage relationships with logistics providers on receipt, handling and storage of products</p> <p>Manage organisational policies to facilitate deployment and tracking of products</p> <p>Collaborate with internal stakeholders to identify gaps and opportunities in business operations activities</p> <p>Review incident or crisis management plans to address issues identified in management of goods</p> <p>Manage Workplace Safety and Health (WSH) activities to ensure functional compliance to organisational and regulatory requirements</p>
	Conduct dispute resolution	<p>Develop organisation and/or legal procedures to resolve trade disputes</p> <p>Facilitate discussions with functional teams to resolve issue and/or queries of buyers and sellers</p> <p>Facilitate discussions with regulation and trade control functions to resolve erroneous trade transactions</p>
	Drive collaboration of human resource, technology, finance and continuous improvement initiatives	<p>Propose department's financial budget for management approval</p> <p>Develop corporate governance measures</p> <p>Provide on-the-job training and performance evaluation to subordinates</p> <p>Implement department's recruitment and retention efforts</p> <p>Evaluate latest technology trends that can be leveraged to improve productivity and innovation</p> <p>Evaluate how workplace technology approach can be revised based on feedback</p> <p>Review outcomes using available records and information to determine effectiveness of work processes and procedures</p> <p>Review work processes improvement solutions to determine effectiveness</p>

Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Budgeting	Level 4	Interpersonal Skills	Advanced
Business Continuity Planning	Level 4	Communication	Advanced	
Business Performance Management	Level 4	Teamwork	Intermediate	
Business Planning	Level 4	Problem Solving	Intermediate	
Cargo Issuance and Dispatch	Level 3	Decision Making	Intermediate	
Cargo Receipt and Inspection	Level 3			
Cargo Tracking System Administration	Level 3			
Change Management	Level 4			
Conflict Management	Level 4			
Continuous Improvement Management	Level 4			
Contract Development and Management	Level 4			
Customer Relationship Management	Level 4			
Data Mining and Modelling	Level 3			
Delivery Management	Level 3			
Effectiveness Management	Level 4			
Emergency Response Management	Level 3			
Enterprise Risk Management	Level 4			
Freight and Cargo Claim Administration	Level 3			
Hazards and Risk Identification and Management	Level 3			
Import and Export Documentation Administration	Level 3			
Innovation Management	Level 4			
International Trade Legislation Compliance	Level 4			
Inventory Control	Level 4			
Learning and Development	Level 4			
Manpower Planning	Level 4			
Operations Risk Management	Level 3			
Order Fulfilment Administration	Level 3			
Organisational Analysis	Level 4			
Quality Assurance Management	Level 4			
Resource Management	Level 4			
Service Excellence	Level 4			
Solutions Design Thinking	Level 4			
Stakeholder Management	Level 4			
Strategy Planning	Level 4			
Systems Thinking Application	Level 4			

	Technology Integration	Level 4		
	Vendor Management	Level 4		
Programme Listing	For a list of Training Programmes available for the Wholesale Trade sector, please visit www.skillsfuture.sg/skills-framework/wholesaletrade			

The information contained in this document serves as a guide.