

**SKILLS FRAMEWORK FOR WHOLESale TRADE  
SKILLS MAP - OPERATIONS EXECUTIVE**

<b>Sector</b>	Wholesale Trade			
<b>Track</b>	Operations, Procurement and Sourcing			
<b>Occupation</b>	Operations Executive			
<b>Job Role</b>	<b>Operations Executive</b>			
<b>Job Role Description</b>	<p>The Operations Executive assumes responsibilities for daily trade operations encompassing end-to-end order processing. He/She facilitates the storage and deployment of products to clients and aids in conflicts resolution.</p> <p>Possessing good team ethics and communication skills, he is able to work with other functional teams across local and regional borders to facilitate the smooth operations of trade transactions. He is well-organised and meticulous, enabling him to thrive in a dynamic workplace environment.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Manage trade documentation	<b>Key Tasks</b>	
			Perform order creation and execution for trade transactions aligned with organisational and/or regulatory requirements	
			Reconcile trade transactions processed with relevant trade documentations	
			Conduct checks on documentation required for trade transactions	
			Conduct checks on documentation provided by logistics providers	
	Collaborate with sales and finance department to facilitate payment processes to sellers			
	Facilitate deployment of products	Implement organisational policies to reduce non-conformance of receipt, handling and storage of products		
		Coordinate with logistics providers on receipt, handling and storage of products		
		Perform organisational procedures to ensure deployment and tracking of products meet requirements		
		Analyse key operations performance indicators to determine effectiveness of operations activities in the organisation		
		Conduct incident or crisis management plans to address issues with management of goods		
		Support Workplace Safety and Health (WSH) activities to ensure working level's compliance to organisational and regulatory requirements		
	Conduct dispute resolution	Implement organisational procedures for effective trade dispute resolutions		
		Analyse trade portfolios to support issues and/or query resolutions of buyers and sellers		
		Investigate and escalate erroneous trade transactions for management resolutions		
	Support application initiatives	Facilitate use of technologies, electronic tools and devices		
Contribute in key activities and milestones in technology implementation projects				
Provide assistance in ongoing records and information review to determine effectiveness of work processes and procedures				
Plan continuous work improvement activities and performance improvement strategies				
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies</b>	
	Business Continuity Planning	Level 3	Teamwork	Intermediate
	Business Performance Management	Level 3	Communication	Intermediate
	Business Planning	Level 3	Interpersonal Skills	Intermediate
	Cargo Issuance and Dispatch	Level 2	Problem Solving	Intermediate

	Cargo Receipt and Inspection	Level 2	Service Orientation	Intermediate
	Cargo Tracking System Administration	Level 2		
	Change Management	Level 3		
	Conflict Management	Level 3		
	Continuous Improvement Management	Level 3		
	Contract Development and Management	Level 4		
	Customer Relationship Management	Level 3		
	Data Mining and Modelling	Level 2		
	Delivery Management	Level 2		
	Effectiveness Management	Level 3		
	Emergency Response Management	Level 2		
	Freight and Cargo Claim Administration	Level 2		
	Hazards and Risk Identification and Management	Level 2		
	Import and Export Documentation Administration	Level 2		
	Innovation Management	Level 3		
	International Trade Legislation Compliance	Level 3		
	Inventory Control	Level 3		
	Learning and Development	Level 3		
	Operations Risk Management	Level 2		
	Order Fulfilment Administration	Level 2		
	Quality Assurance Management	Level 3		
	Resource Management	Level 3		
	Service Excellence	Level 3		
	Solutions Design Thinking	Level 3		
	Stakeholder Management	Level 3		
	Systems Thinking Application	Level 3		
	Technology Integration	Level 3		
	Vendor Management	Level 3		
<b>Programme Listing</b>	For a list of Training Programmes available for the Wholesale Trade sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/wholesaletrade">www.skillsfuture.sg/skills-framework/wholesaletrade</a>			

The information contained in this document serves as a guide.