

**SKILLS FRAMEWORK FOR WHOLESale TRADE
SKILLS MAP - OPERATIONS ASSISTANT / COORDINATOR**

Sector	Wholesale Trade			
Track	Operations, Procurement and Sourcing			
Occupation	Operations Assistant			
Job Role	Operations Assistant/Operations Coordinator			
Job Role Description	<p>The Operations Assistant/Operations Coordinator assists in the development and compilation of trading documentation and contracts. He/She also conducts document checks while providing general administrative support.</p> <p>Equipped with good interpersonal skills and business acumen, he is able to communicate with support staff to ensure smooth processing of trade transactions. He is meticulous and hardworking, enabling him to adapt to a fast-paced environment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage trade documentation	Key Tasks	
			Assist in preparation of contracts and documentation for trade transactions	
			Support the reconciliation and alignment of trade transactions with trade documentation, contract terms and/or regulatory requirements	
			Assist in audit of documentation and contract terms required for trade transactions	
			Compile documentation provided by logistic providers	
	Facilitate deployment of products	Support organisational guidelines on the receipt, handling and storage of products		
		Support coordination efforts with logistics providers on receipt, handling and storage of products		
		Apply organisational policies to ensure deployment and tracking of products meet requirements		
		Collect data to assess performance of key operations activities in the organisation		
		Support execution of incident or crisis management plans on gaps identified 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		
	Support application initiatives	Interpret procedures and contract terms for effective trade dispute resolutions		
		Identify potential issues and/or queries raised by buyers and sellers within trade portfolios		
		Support investigation of erroneous trade transactions for management resolutions		
		Operate new technologies, electronic tools and devices		
	Apply latest technology implementation to improve operations in own work areas			
	Provide assistance in ongoing review records and information to determine effectiveness of work processes and procedures			
	Support continuous work improvement activities and performance improvement strategies			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Business Continuity Planning	Level 3	Teamwork	Basic
	Cargo Issuance and Dispatch	Level 1	Communication	Intermediate
	Cargo Receipt and Inspection	Level 1	Service Orientation	Basic
	Cargo Tracking System Administration	Level 1	Problem Solving	Basic

	Conflict Management	Level 2	Interpersonal Skills	Basic
	Continuous Improvement Management	Level 2		
	Customer Relationship Management	Level 2		
	Delivery Management	Level 1		
	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 1		
	International Trade Legislation Compliance	Level 2		
	Inventory Control	Level 2		
	Learning and Development	Level 2		
	Operations Risk Management	Level 2		
	Order Fulfilment Administration	Level 1		
	Quality Assurance Management	Level 2		
	Resource Management	Level 2		
	Service Excellence	Level 2		
	Stakeholder Management	Level 2		
	Systems Thinking Application	Level 2		
	Technology Integration	Level 2		
	Vendor Management	Level 3		
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.