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Occupational Profile

of

Shipping Supervisor ASCO 1516040

24th April 2019

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| Expert Panel:   |  |  |  | | --- | --- | --- | | **Name** | **Company** | **Occupation** | | Ahmad Tahaineh | Tristar/NJS | Shipping Supervisor | | Hamzeh Arabyat | Civil Service Commission |  | | Riyad Abu Qaree | Embassy Freight | Shipping Supervisor | | Aras Rihawi | JLA |  | | Khaled Shorman |  |  | | Abdullah Jbour | JLA |  | | Ehab Darwish | JLA |  |   Co-ordinator:  George Kolath  SESIP  Sayel Al Hadid  ETVET Council  Facilitator:  Simon Coetzee  SESIP  Co-Facilitators:  Khaled Abu Labau  UNRWA  Lana Al Otoum  NET  Rania Kataw  DCI  Osama Ali Momani  MOE  Natheer Al Khateeb  CAQA  Rumzi Alhroub  VTC  Ayad Ashram  Intej  Alla Masannat  CAQA  Rola Al Taleb  BAU  Iqbal Alrawashdeh  BAU  Ahmed Badareen  ILO  **Dates and Venue:**  Ayass Hotel  Amman  Jordan  22nd to 23rd April 2019 | http://upload.wikimedia.org/wikipedia/commons/thumb/c/c0/Flag_of_Jordan.svg/640px-Flag_of_Jordan.svg.png  **EU Funded Project “Technical Assistance to the Skills for Employment and Social Inclusion Programme”**  **المشروع الاوروبي " الدعم الفني لبرنامج مهارات العمل والاندماج الاجتماعي"**  Occupational Profile  of  Shipping Supervisor ASCO 1516040  24th April 2019 |

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| **Duties and Tasks** |

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| **DUTY A: Manage Human Resources** | | |
| **Task A1:** Supervise staff attendance | **Task A2:** Supervise employee motivation and performance | **Task A3:** Contribute to staff developmentand guide employees (train staff) |
| **Task A4:** Supervise a team (teamwork) | **Task A5:** Contribute to recruitment and induction of staff (conditions of service) | **Task A6:** Monitor staff records (Leave, sick leave, time cards) |
| **Task A7:** Contribute to theDevelopment of a human resource plan as per operational requirements | **Task A8:** Contribute to staff welfare (leave, welfare, health) | **Task A9:** Resolve conflict in the workplace |

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| **DUTY B: Manage the Finances of Shipping Operations** | | |
| **Task B1:** Source business from new and existing clients | **Task B2:**  Quote clients for orders (Calculate cost and revenue, choose best price) | **Task B3:** Create invoices |
| **Task B4:** Check invoices against quotes | **Task B5:** Follow up on payments from clients | **Task B6:** Identify Opportunities toMarket Shipping Services (Identify new clients, Explore new agents and opportunities, Advertise services, Service existing clients) |
| **Task B7:**  Co-ordinate payments | **Task B8:** Contribute to claim resolution | **Task B9:** Compile budgets and financial reports |

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| **DUTY C: Supervise Administration of Shipping Operations** | | | | |
| **Task C1:** Complete shipping documents | **Task C2:**  File shipping documents | **Task C3:** Prepare daily, weekly, monthly and annual reports | **Task C4:** Design operational forms and templates | **Task C5:** Supervise shipment loading, offloading and handling |

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| **DUTY D: Plan Shipping Activities** | |
| **Task D1:**  Schedule and distribute tasks according to plans (Schedule expected packages daily) | **Task D2:** Select delivery method |
| **Task D3:** Prepare proof of delivery | **Task D4:** Follow up on issues and problems |
| **Task D5:** Determine shipping priorities, work assignments and shipping methods (Check emails, messages etc and make notes, Respond immediately to urgent messages (prioritize), Classify emails and respond based on urgency and time zones | |

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| **DUTY E: Supervise Shipping Operations** | | |
| **Task E1:**  Supervise receipt of shipments (Prepare the order; Identify the order; Classify the order; Receive the order; Receive client approval; Develop checklist to check orders) | **Task E2:** Process export orders (Inspect export goods; Prepare export documents; Arrange collection; Prepare package; Transfer package to export; Track order; Follow up on financial claims) | **Task E3:** Supervise materials handling activities in accordance with legalisation and company procedures |
| **Task E4:** Supervise inventory, storage and warehousing facilities (Inventory goods; Label goods; Classify shipment; Package goods; Store goods; Perform inventory cycle counts as required (Stock control)) includes Documents, Produce and Goods, Fresh Produce, Dangerous Goods. | **Task E5:** Solve problems related to shipping and shipments (Observe the problem; Classify the problem; Analyse the problem; Select the solution; Implement solution; If third party transport check delivery according to standards and procedures; Check order uploaded on system; Check delivery and final documents delivered) | **Task E6:** Process import orders (Communicate with client and agree cost of shipping; Correspond with shipping agents according to procedure; Follow up on shipping; Receive goods from entry point; Transport to warehouse, Send arrival notices to customers directly) |
| **Task E7:** Prepare parcels for shipment (Inspect goods, Classify/sort goods, Prepare parcels, Package parcels) | **Task E8:** Supervise fleet and equipment maintenance | **Task E9:** Optimise productivity and efficiency of shipping operations (Kaizen) |
| **Task E10:** Supervise the procurement, storage and use of packaging materials | **Task E11:** Maintain Customer Relations | **Task E12:** Communicate with customers, agents and other stakeholders (Follow up with customers daily, Follow up booking details with shipping agents, Provide consultations to customers when needed) |

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| **DUTY F: Supervise Safety, Health, Environmental and Quality (SHEQ) of a Shipping Business** | | | |
| **Task F1:** Comply with work specifications and contractual obligations. | **Task F2:**  Supervise housekeeping in work area | **Task F3:** Contribute to Risk Management (Manage damage and loss risks, Manage HR risks, Manage Environmental risks, Manage financial risks) | **Task F4:** Manage warehouse security (including access control and stock safety) |
| **Task F5:**  Induct employees, service providers and visitors on SHEQ requirements (including performance of drills) | **Task F6:** Manage site emergencies | **Task F7:** Comply with local and international legislation and regulations for shipping  (Follow up on capacity building courses monthly with external bodies; Follow up on updates on International shipping agreement changes) | |

**Additional Information:**

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| **Expected Worker Behaviours** | | | **Employability Knowledge and Skills** | | |
| * Organized * Respectful * Cooperative * Persistent * Good work ethic * Flexible * Attentive * Observant * Detail-oriented * Amiable * Analytical * Patient * Prompt * Self-motivated * Open to self-development * Disciplined * Resourceful * Resilient * Focused * Positive * Informed * Confident * Committed * Environmentally aware * Capable of multi-tasking * Ability to learn from experience * Ability to prioritize * Hardworking * Punctual * Integrity * Transparency * Sober minded | | | * Informational research * Import and export requirements and legislation * Legal and regulatory requirements * Planning and administration * Leadership and supervision * Communication * Teamwork * Community-building * Time management * Basic business practices * Basic bookkeeping practices * ICT * Marketing * Basic first aid * Basic fire fighting * Risk assessment techniques * Measurement and calculation * Si and Imperial systems and conversions * Safety requirements for shipping and materials handling | | |
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| **Tools** | | | |
| * Measuring tape * Stanley knife and blades * Calculator | | | |
| **Power Tools** | | | |
| None | | | |
| **Equipment** | **Materials & Consumables** | | |
| * Pallet Jacks * Forklift (optional) * Scissor lift (optional) * Cherry picker (optional) * Automated picking equipment (optional) | * Packaging materials * Sealing tape * Weigh bills * Pens | | |
| **Future Trends** | | | **Concerns** |
| * Global trend for centralisation and shared services in a hub environment. | | | * Import duties increasing may affect volumes of shipments. |
| **Career Path** | | | |
| This occupational standard specifies the duties and tasks required to become a Supervisor within the Shipping Industry.  Career paths include: | | | |
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