

**OCCUPATIONAL STANDARD**

***Shipping Supervisor ASCO 1516040***

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| **OCCUPATIONAL STANDARD**  ***Shipping Supervisor ASCO 1516040***  **Economic (Sub) Sector:**  Logistics  **ASCO reference code:**  1516040 Shipping Supervisor  **Scope of the standard:**  This standard applies to the supervision of shipping activities for import and export shipping by land, sea and air.  **Developed by:**   1. Ahmad Tahaineh 2. Hamzeh Arabyat 3. Riyad Abu Qaree 4. Aras Rihawi 5. Khaled Shorman 6. Abdullah Jbour 7. Ehab Darwish   **Endorsed by:**  Sector Skills Council for Logistics  **Approved by:**  Approving body?  **Approval date:**  Date of registration and approval  **Review date:**  Date up for review according to review policy |

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| **No.** | **Employability Competencies** | **Occupational Levels** | | |
| **Supervisor** | **Coordinator** | **Worker** |
| **1.** | **Communication** | | | |
| 1.1. | Verbally communicate with others | **X** | **X** | **X** |
| 1.2. | Communicate with others in writing | **X** | **X** | **X** |
| **2.** | **Teamwork** | | | |
| 2.1. | Work within a team | **X** | **X** | **X** |
| 2.2. | Solve disputes and negotiate with others | **X** | **X** |  |
| 2.3. | Defend rights at work | **X** | **X** | **X** |
| 2.4. | Time and resource management (Control/Saving) | **X** | **X** | **X** |
| 2.5 | Make decisions | **X** | **X** |  |
| **3.** | **Self-marketing** | | | |
| 3.1. | CV writing | **X** | **X** | **X** |
| 3.2. | Job interviews | **X** | **X** | **X** |
| 3.3. | Presentation skills | **X** | **X** |  |
| **4.** | **Problem Solving** | | | |
| 4.1. | Identify and analyse work problems | **X** | **X** |  |
| 4.2. | Solve problems at a work site | **X** |  |  |
| 4.3. | Evaluate results and make decisions | **X** |  |  |
| **5.** | **Business Skills(Optional)** | | | |
| 5.1. | Find/create small business idea project | **X** | **X** |  |
| 5.2. | Analytical thinking | **X** | **X** |  |
| 5.3. | Prepare simple feasibility studies for their projects | **X** | **X** |  |
| 5.4. | Prepare business plan of project to present to loans institutions | **X** |  |  |
| 5.5. | Implement, managing, improving and developing their project | **X** |  |  |
| **6.** | **Computer/ICT skills** | | | |
| 6.1. | Use a computer | **X** | **X** | **X** |
| 6.2. | Use internet | **X** | **X** | **X** |
| **7.** | **Languages** | | | |
| 7.1. | Basic communication skills | **X** | **X** | **X** |
| 7.2. | Use English technical terms related to carpentry | **X** | **X** |  |
| **8.** | **Mathematical Skills** | | | |
| 8.1 | Perform basic measurement operations | **X** | **X** | **X** |
| 8.2 | Perform mathematical operations | **X** | **X** | **X** |

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| **Competency 1: Contribute to the marketing of shipping services** | | | | |
| **Range:** | Applies to the development of budgets for a shipping business unit, sourcing of new business and design of procedures, forms and templates for use in a shipping business | | | |
| **Related Tasks from Occupational Profile:** | **Task B1:** Source business from new and existing clients | | **Task C4:** Design operational forms and templates | |
| **Task B6:** Identify Opportunities toMarket Shipping Services (Identify new clients, Explore new agents and opportunities, Advertise services, Service existing clients) | | | |
| **Performance Criteria:** | * 1. Forms and templates are designed and implemented as required by business operations according to industry best practices and company procedures.   2. New business is sourced according to services offered and budget requirements.   3. Additional business is sourced from existing customers according to budgetary requirements and company procedures.   4. Opportunities to market shipping services are identified and actioned according to company procedures. | | | |
| **Competency 2: Supervise operational finances of a shipping company or department** | | | | | |
| **Range:** | Applies to the supervision of the finances of a small shipping company or department in a larger shipping company, including but not limited to budget compilation, management, obtaining, processing and follow up on orders, payments and claims in a shipping business. | | | | |
| **Related Tasks from Occupational Profile:** | **Task B3:** Create invoices | **Task B4:** Check invoices against quotes | | **Task B5:** Follow up on payments from clients | |
| **Task B7:**  Co-ordinate payments | **Task B8:** Contribute to claim resolution | | **Task B9:** Compile budgets and financial reports | |
| **Task B2:**  Quote clients for orders (Calculate cost and revenue, choose best price) | | | | |
| **Performance Criteria:** | 1. Quotes are prepared for clients according to company procedures and industry best practices. 2. Invoices are created according to company procedures and systems. 3. Invoices are checked against customer profiles and quotes. 4. Client payments are tracked according to company procedures and necessary actions taken to ensure on time payments. 5. Payments to service providers and suppliers are co-ordinated according to industry best practices and company procedures. 6. Contribution is made to claim resolution according to company procedures. 7. Budgets and financial reports are compiled according to industry best practices and company procedures. 8. Financial reports are compiled and compared to budgets according to industry best practices. | | | | |

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| **Competency 3: Supervise inventory storage and handling** | | | | |
| **Range:** | Applies to the receiving, handling and despatching of shipments for import and export. | | | |
| **Related Tasks from Occupational Profile:** | **Task C5:** Supervise shipment loading, offloading and handling | **Task E7:** Prepare parcels for shipment (Inspect goods, Classify/sort goods, Prepare parcels, Package parcels) | **Task E10:** Supervise the procurement, storage and use of packaging materials | **Task E3:** Supervise materials handling activities in accordance with legalisation and company procedures |
| **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 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 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. | |
| **Performance Criteria:** | 1. Import orders are timeously and accurately processed according to company procedures and industry best practices. 2. Export orders are timeously and accurately processed according to company procedures and industry best practices. 3. Materials handling is supervised according to international best practices and company procedures. 4. Inventory, storage and warehousing facilities are supervised according to international best practices and company procedures. 5. Parcels are accurately prepared for shipping according to the requirements for the parcel type and method of shipping required for the type of shipment. 6. Receipt of shipments is supervised according to industry best practices and company procedures for goods receiving. 7. The procurement, storage and use of packaging materials are supervised according to industry best practices and company procedures. 8. Loading of shipments is supervised according to company procedures and industry best practices. 9. Off-loading of shipments is supervised according to company procedures and industry best practices. 10. Handling of shipments is supervised according to company procedures and industry best practices. | | | |

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| **Competency 4: Supervise the delivery of shipments** | | | | |
| **Range:** | Applies to the delivery of import and export shipments by road, air or sea | | | |
| **Related Tasks from Occupational Profile:** | **Task C1:** Complete shipping documents | **Task C2:**  File shipping documents | **Task C3:** Prepare daily, weekly, monthly and annual reports | **Task D2:** Select delivery method |
| **Task D1:**  Schedule and distribute tasks according to plans (Schedule expected packages daily) | **Task D3:** Prepare proof of delivery | **Task D4:** Follow up on issues and problems | **Task E8:** Supervise fleet and equipment maintenance |
| **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 | | | |
| **Performance Criteria:** | 1. Shipping documents are accurately completed according to company requirements. 2. Completed shipping documents are filed and stored according to legal requirements and company procedures. 3. Daily, weekly, monthly and annual reports are accurately completed according to company requirements. 4. Appropriate shipping and delivery methods are selected for the shipment type according to company procedures. 5. Proof of delivery is obtained and stored according to company procedures and requirements. 6. Shipping priorities are determined, scheduled and distributed to staff according to plans and client delivery requirements. 7. Fleet and equipment maintenance schedules are developed according to company procedures. 8. Tasks are scheduled and distributed according to workplans. | | | |

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| **Competency 5: Contribute to customer relations for a shipping business** | | | |
| **Range:** | Applies to the management of customer relations including communication with customers, agents and stakeholders, problem solving and the optimisation of shipping processes and efficiencies. | | |
| **Related Tasks from Occupational Profile:** | **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) | **Task E9:** Optimise productivity and efficiency of shipping operations (Kaizen) |
| **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) | | |
| **Performance Criteria:** | 1. Customer complaints and queries are timeously dealt with according to company procedures and industry best practices. 2. Productivity and efficiency enhancement opportunities are identified and actioned according to company procedures and international best practices (Kaizen). 3. Customer relationships are enhanced through communication according to industry norms and company procedures. 4. Problems related to shipping and shipments are accurately and timeously resolved to the satisfaction of the client according to industry norms and company procedures. | | |

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| **Competency 6: Supervise human resources** | | | |
| **Range:** | Manage the human resources, on boarding and welfare of staff in a shipping business according to legal and company requirements. | | |
| **Related Tasks from Occupational Profile:** | **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 |
| **Task F5:**  Induct employees, service providers and visitors on SHEQ requirements (including performance of drills) | | |
| **Performance Criteria:** | 1. Staff attendance is supervised according to company procedures and industry norms. 2. Employees are motivated and their performance supervised according to company procedures. 3. Staff are coached and trained according to identified needs and company procedures. 4. Teamwork is enhanced according to industry best practices and company procedures. 5. Staff are recruited and inducted, in collaboration with internal departments, to conditions of service according to company procedures. 6. Staff records are monitored and maintained according to company procedures. 7. Human resource plan is developed with appropriate departmental head(s) according to operational requirements and company procedures. 8. Staff wellbeing is supervised and contributed to according to company procedures and industry norms. 9. Conflict in the workplace is quickly and accurately resolved according to company procedures. | | |

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| **Competency 7: Supervise Safety, Health, Environmental and Quality (SHEQ) requirements for a shipping business** | | | |
| **Range:** | Applies to the management of a shipping business taking into account all legal and company requirements for safety, health, environmental and quality. | | |
| **Related Tasks from Occupational Profile:** | **Task F1:** Comply with work specifications and contractual obligations. | **Task F2:**  Supervise housekeeping in work area | **Task F6:** Manage site emergencies |
| **Task F4:** Manage warehouse security (including access control and stock safety) | **Task F3:** Contribute to Risk Management (Manage damage and loss risks, Manage HR risks, Manage Environmental risks, Manage financial risks) | **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) |
| **Performance Criteria:** | 1. Legal compliance of the business is ensured through the obtaining of the necessary permits, licences and guarantees according to legal requirements and industry norms. 2. Local and international legislation and regulations for shipping are complied with according to business type. 3. Housekeeping of work areas is ensured according to company procedures and industry norms. 4. Fire is extinguished according to company procedures. 5. First aid is administered according to industry norms and company procedures. 6. Business risks are mitigated according to company procedures. 7. Employees, service providers and visitors are inducted and made aware of SHEQ risks and requirements according to company requirements. 8. Workers are supplied with the required PPE for the job function according to risk assessments and company procedures. 9. Site emergencies are managed according to company procedures. 10. Safety signs are installed as required by company procedures. 11. Firefighting and first aid equipment is inspected as required by company procedures. | | |