OCCUPATIONAL FRAMEWORK

SECTION H: TRANSPORTATION AND STORAGE

DIVISION 52: WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION

Department Of Skills Development

Ministry Of Human Resource, Malaysia

First Printing 2019

ABSTRACT

An Occupational Framework (OF) is the outcome of Occupational Analysis (OA) to identify the work scope of the occupational areas in terms of competencies. It is used to analyse the skilled of human resource competency requirement for the sector. The development of the Occupational Structure (OS) was the preliminary process in developing relevant National Occupational Skills Standard (NOSS). The NOSS in turn developed to be used as the basis to conduct skills training and certification of competent personnel. This document is divided into five chapters, the first two chapters being an industrial overview highlighting the definition and scope of the sector, the current analysis of the local sector and its skilled worker requirements, government bodies and development plans supporting the growth of the sector. The third chapter explained the methodology used in OF development such as qualitative analysis through brainstorming discussion sessions. Workshops were held to get a better understanding of the organisational structure, job titles, hierarchy of objectives and main activities of the specified positions. The final two chapters presented the findings, discussion, recommendation and conclusion of the OF that is translated into the occupational structure, occupational responsibilities, levels of competencies and critical job areas. These findings in turn be the basis of reference for the development of the NOSS document. The Malaysia Standard Industrial Classification 2008 (MSIC 2008) under Section H – Transportation and Storage, Division 52 – Warehousing and Support Activities for Transportation. In order to develop the OF on the warehousing and support activities for transportation, all information related to the aforesaid group was gathered through literature review and workshop sessions with industry experts. The total number of job area identified is 109 with 509 job titles. A total of 97 job titles are identified as critical jobs in the industry and 138 job titles identified as relevant to Industrial Revolution 4.0.

ABSTRAK

Kerangka Pekerjaan (OF – *Occupational Framework*) adalah hasil dari Analisis Pekerjaan (OA – *Occupational Analysis*) untuk mengenal pasti skop kerja kawasan pekerjaan dari segi keterampilan. Ia digunakan untuk menganalisis keperluan keterampilan sumber manusia untuk sektor ini. Pembangunan Struktur Pekerjaan (OS – *Occupational Structure*) adalah proses awal dalam membangunkan Standard Kemahiran Pekerjaan Kebangsaan (SKPK) yang berkaitan. SKPK kemudiannya dibangunkan untuk digunakan sebagai asas untuk menjalankan latihan kemahiran dan pensijilan kakitangan yang kompeten. Dokumen ini dibahagikan kepada lima bab, dua bab pertama adalah gambaran industri yang menjelaskan mengenai definisi dan skop sektor, analisis semasa sektor tempatan dan keperluan pekerja mahir, badan-badan kerajaan yang terlibat dan pelan pembangunan yang menyokong pertumbuhan industri berkaitan. Bab ketiga menerangkan metodologi yang digunakan dalam pembangunan OF seperti analisis kualitatif melalui analisis dokumen berkaitan dan sesi perbincangan fokus berkumpulan. Bengkel diadakan untuk mendapatkan pemahaman yang lebih baik mengenai struktur organisasi, nama perjawatan, objektif hierarki dan aktiviti utama jawatan yang ditentukan. Kedua-dua bab terakhir membentangkan penemuan, perbincangan, cadangan dan kesimpulan OF yang diterjemahkan ke dalam struktur pekerjaan (OS), tugasan pekerjaan, tahap keterampilan dan bidang kerja kritikal. Penemuan ini seterusnya menjadi asas rujukan untuk pembangunan dokumen SKPK. Klasifikasi Industri Piawaian Malaysia (MSIC – *Malaysia Standard Industrial Classification*) 2008 di bawah Seksyen H - Pengangkutan dan Penyimpanan, Bahagian 52 - Pergudangan dan Aktiviti Sokongan untuk Pengangkutan. Dalam usaha untuk membangunkan OF pergudangan and aktiviti sokongan untuk pengangkutan, semua maklumat yang berkaitan dengan kumpulan tersebut telah dikumpulkan melalui kajian literatur dan sesi bengkel dengan pakar industri. Jumlah bidang kerja yang dikenalpasti adalah 109 dengan 509 perjawatan. Sebanyak 97 tajuk pekerjaan dikenalpasti sebagai perjawatan yang kritikal dalam industri dan 138 perjawatan yang dikenalpasti sebagai relevan kepada Revolusi Industri 4.0.

TABLE OF CONTENTS

LIST OF FIGURES

LIST OF TABLES

LIST OF TABLES

LIST OF TABLES

LIST OF TABLES

LIST OF TABLES

LIST OF ABBREVIATION

AES	Annual Economic Survey
APAD	Land Public Transport Agency
ATC	Air Traffic Control
CAAM	Civil Aviation Authority of Malaysia
CBT	Competency Based Training
DFTZ	Digital Free Trade Zone
DoE	Department of Environment
DOSH	Department of Occupational Safety and Health
DSD	Department of Skills Development
DWT	Dead Weight Tonnes
ERS	Emergency Relief Squad
FGD	Focus Group Discussion
FMFF	Federation of Malaysian Freight Forwarders
FMM	Federation of Malaysian Manufacturers
GDP	Gross domestic products
HDC	Halal Industry Development Corporation
IATA	International Air Transport Association
ILB	Industry Lead Body
JAKIM	*Jabatan Kemajuan Islam Malaysia*
JPJ	*Jabatan Pengankutan Jalan*
MABA	Malaysia Airlines Berhad Academy
MAHB	Malaysia Airport Holdings Berhad
MAQIS	Malaysian Quarantine and Inspection Services
MASA	Malaysia Shipowners' Association
MASCO	Malaysian Standard Classification of Occupation
MASLM	Malaysian Academy of Supply Chain and Logistics Management
MAVA	Malaysia Aviation Academy
MAVCOM	Malaysian Aviation Commission
MIMA	Maritime Institute of Malaysia
MITI	Ministry of International Trade and Industry

LIST OF ABBREVIATION

MOSQF	Malaysia Occupational Skills Qualification Framework
MQF	Malaysia Qualifications Framework
MSIC	Malaysia Standard Industrial Classification
MWA	Malaysian Water Association
NCS	National Competency Standards
NOSS	National Occupational Skills Standard
OD	Occupational Description
OF	Occupational Framework
OS	Occupational Structure
PSA	Port of Singapore Authority
SME	Small and Medium Enterprise
TEU	Twenty-foot Equivalent Unit
TVET	Technical and Vocational Education and Training

GLOSSARY

3R	A basic skills taught in schools: reading, writing and arithmetic
Bar Coding	A series of alternating bars and spaces representing encoded information which is read by scanners.
Cargo	Merchandise to be carried by some form of transportation.
Compliance	All products, services, processes and documentation comply with specific requirements.
Consolidation	Combining two or more shipments.
Course	A single layer of units making up a unit load also known as a tier.
Occupational Structure	Distribution of occupations classified according to skill level.
Occupational Framework	Outcome of the occupational analysis process to identify the occupational structure of an industry
Pallet	A flat transport structure that supports goods in a stable fashion while being lifted by a forklift, pallet jack, or other jacking device
Picking	A staff member pulls the relevant stock items from storage areas to complete a customer order.
RFID	Radio Frequency Identification – electromagnetic field to identify and track tags on objects.
Slotting	Placement of stock within a warehouse to increase picking efficiency.
Sortation	Identifying and separating stock to be sent to specific destinations.
WMS	Warehouse Management System – systems used to effectively manage processes, activities within the warehouse.

CHAPTER 1: INTRODUCTION

1.1 Introduction

The services sector is the largest contributor to the economy growth in Malaysia. The transportation and storage is the sub-sector in the services sector. Based on the Logistic Performance Index (LPI) published by the World Bank Data, Malaysia ranks 41st in the world and 5th in South East Asia[1].

The transportation and storage sub sector, it is divided into 5 division based on 2 digit Malaysia Standard Industry Classification 2008 (MSIC 2008) which are Land transport and transport via pipelines; Water transport; Air transport; Warehousing and support activities for transportation; and Postal and courier activities.

This study is about the warehousing and support activities for transportation. This chapter starts with describing the problem statement, objective of study, scope of study and justification for MSIC 2008 section selection of the Occupational Framework (OF) especially for the warehousing and support activities for transportation industry.

1.2 Problem Statement

The warehousing and support activities for transportation is one of the sub sector in the service sector in Malaysia that are potentially become one of the largest contributors to the country's economy in the future. However, there are constraints that hinder the growth of this sub-sector especially in the shortage of skilled labour. Therefore, the development of the OF is seen as one of the initiatives to identify the level of job competency in the warehousing and support activities for transportation.

---

[1] International LPI, Global Rankings 2018. (2019, September 17) Retrieved from
https://lpi.worldbank.org/international/global?sort=desc&order=LPI%20Score#datatable

The current study is conducted to ensure that the OF for this industry does correspond with the development of the National Occupational Skills Standard (NOSS) based on MSIC 2008 by sections and divisions. These studies are aiming to produce the industry occupational structure, job descriptions, demand for the skills, jobs title, and critical tasks.

1.3   Objectives of Study

The objectives of the study conducted on the warehousing and support activities for transportation are as below:

a) To establish the Occupational Structure (OS) of warehousing and support activities for transportation based on MSIC 2008;

b) To identify the competencies in demand for warehousing and support activities for transportation based on the current industry needs;

c) To determine the critical job title for the warehousing and support activities for transportation;

d) To identify the relevant jobs title of warehousing and support activities for transportation that is correspond with Industrial Revolution 4.0 (IR4.0); and

e) To establish the Occupational Descriptions (OD) for each job title of warehousing and support activities for transportation based on latest industry OS.

1.4   Scope of Study

The scope for current study is warehousing and support activities for transportation industry which resulting the establishment of the OF for the industry. The focus of current study is the respondents who are the industry players in Malaysia. Based on the economic census, there are approximately 4,910 companies[2] registered under 2 digits MSIC 2008 Division 52: Warehousing and support activities for transportation. Consequently, this study focuses on the 70 respondents classified under MSIC 2008 Division 52, from all over Malaysia.

---

[2] Department of Statistics Malaysia. 2016. Economic Census- Transportation and Storage

The unit of analysis for this study are the industry representatives. The study commences with exploring the industry present environment through documents analysis. This is followed by referring and interviewing the pertinent industry representatives to get hold of their expert opinions or ideas. This in turn can be employed to establish the industry long term demand.

1.5   Justification for Malaysia Standard Industrial Classification (MSIC 2008) Section Selection

Warehousing and support activities for transportation industry falls under Section H: Transportation and Storage, Division 52: Warehousing and Support Activities for Transportation. This section and division provide consultancy in the area of warehousing and storage which includes following activities, operation of storage and warehouse facilities, operation of grain silo, refrigerated warehouses, storage tanks and storage of goods in foreign trade zones. The study excludes the operation of self-storage facilities and rental of vacant space.

The support activities for transportation includes the operation of terminal facilities for the handling of goods and freight terminal activities; navigation and pilotage activities; lighterage and lighthouse activities; the operation of airway terminal; and the stevedoring services. Support activities for transportation exclude the maintenance and repair of motor vehicles and parking meter coin collection services; operation of marinas; operation of flying schools; and courier activities[3].

---

[3] Department of Statistics Malaysia. (2008). Malaysia Standard Industrial Classification 2008 (MSIC 2008).

1.6 Structure of Chapter

This chapter concludes a brief description of the entire study which includes:

a) Chapter 1

This chapter includes a brief explaination of the objective, scope and justification of the study.

b) Chapter 2

This chapter includes the review of the industry's stakeholders, government policies, market intelligence and relation with Industrial Revolution 4.0 (IR4.0).

c) Chapter 3

This chapter includes the explaination of the methodology implement in this study in order to obtain the results.

d) Chapter 4

This chapter includes the findings of Occupational Structure (OS), Occupational Description (OD), Competencies in Demand, Job in Demand and etc.

e) Chapter 5

This chapter includes the discussion and conclusion of the findings and/or other related information obtained from the industry; and suggest a recommendation based on the finding.

CHAPTER 2: LITERATURE REVIEW

2.1   Introduction

This chapter provides a brief overview of the warehousing and support activities for transportation in Malaysia, stakeholders, related legislations, key government initiatives and policies for the industry and industry intelligence. Findings in this chapter were obtained primarily through literature review and subsequently confirmed by the industry expert members to obtain insight on the matters at hand from a practitioner's perspective.

2.1.1 National Skills Development Act 2006 (Act 652)

National Skills Development Act 2006 (Act 652) came into effect on 1st September 2006 after it was officially gazetted on 29th June 2006, with the mandate of promoting, through skills training, the development and improvement of a person's abilities, which are needed for vocation, and to provide for other matters connected therewith. The Act 652 is significant because for the first time in the history of skills training in Malaysia, a national legislation has been enacted solely and exclusively for skills training and development. In addition, the meaning and scope of skills training has been clarified and given a statutory interpretation that can be used to distinguish it from other components of the country's national education and training system. The Act 652 also provides for the implementation of a Malaysian Skills Certification System, leading to the award of five (5) levels of national skills qualification, namely Malaysian Skills Certificate Level 1, 2 and 3; Malaysian Skills Diploma; and Malaysian Skills Advanced Diploma[4].

---

[4] National Skills Development Act 652 (2019, September 2) retrieved from
http://www.agc.gov.my/agcportal/index.php

2.1.2 Malaysia Qualification Framework (MQF)

Malaysia Qualification Framework (MQF) refers to the policy framework that satisfies both the national and international recognized qualifications. It consists of titles and guidelines, together with principles and protocols covering articulation and issuance of qualifications and statements of attainment. Elements of the qualification's framework indicate the achievement for each qualification title. It will also provide progression routes for all the graduates in the respective occupational fields. The MQF has eight levels of qualifications in three sectors and it is supported by lifelong education pathways as shown in Table 2.1. Department of Skills Development (DSD) governs the skills sector, in which there are five (5) levels of skills qualification. The definition for each level of skills qualification is specified in the Malaysian Occupational Skills Qualification Framework (MOSQF) can be refer in Annex 1[5].

Table 2.1: Malaysian Qualification Framework (MQF) Chart
(Source: Malaysian Qualification Framework 2nd Edition)

MQF Level	Minimum Graduating Credit	Academic Sector	Technical and Vocational Education and Training (TVET) Sector	Lifelong Learning/APEL Criteria for APEL(A)
8	No credit rating	PhD by Research		Admission criteria: 35 years old Bachelor's degree in relevant field/equivalent 5 years' work experience Passed APEL assessment
	80	Doctoral Degree by Mixed Mode & Coursework		
7	No credit rating	Master's by Research		Admission criteria: 30 years old

---

[5] Malaysian Qualification Agency. 2018. Malaysian Qualification Framework 2nd Edition

MQF Level	Minimum Graduating Credit	Academic Sector	Technical and Vocational Education and Training (TVET) Sector	Lifelong Learning/APEL Criteria for APEL(A)
	40	Master's by Mixed Mode & Coursework		STPM/Diploma/equivalent Relevant work experience Passed APEL assessment
	30	Postgraduate Diploma		
	20	Postgraduate Certificate		
6	120	Bachelor's degree		Admission criteria: 21 years old Relevant work experience Passed APEL assessment
	66	Graduate Diploma		
	36	Graduate Certificate		
5	40	Advanced Diploma	5	
4	90	Diploma	4	Admission criteria: 20 years old Relevant work experience Passed APEL assessment
3	60	Certificate	3	Admission criteria: 19 years old Relevant work experience Passed APEL assessment
2	30	Certificate	2	3R
1	15	Certificate	1	3R

2.1.3 Occupational Framework (OF)

Occupational Framework (OF) was previously known as Occupational Analysis (OA). The OF is an outcome of an occupational analysis and research work carried on a particular industry sector. The contents of an OF shall include occupational structure, occupational definitions, job descriptions, manpower requirements and industry intelligence. The Occupational Structure (OS) is a matrix that will show the occupational areas and career paths for a particular occupation. The information on manpower skills requirements, Occupational Descriptions (OD) and industry intelligence will allow an overall understanding of the industry's occupational areas. Manpower skills requirements are to identify the skills gaps, and shortages in workforce. Industry Intelligence is based on an actual qualitative and quantitative data from the industry to further strengthen and prove the reliability of the data. Therefore, a properly planned development and analysis will enable the OF to be precise and accurate thus ensuring that it will be a reliable source of information for further analysis of the industry and the development of NOSS and training requirements[6].

2.1.4 National Occupational Skills Standard (NOSS) and National Competency Standard (NCS)

National Occupational Skills Standard (NOSS) is defined as a specification of the competencies expected of a skilled worker who is gainfully employed in Malaysia for an occupational area, level and pathway to achieve the competencies and was gazettes in Part IV of National Skills Development Act 652. Meanwhile, National Competency Standard (NCS) is describe the knowledge, skills and attitudes needed to perform in a particular occupation but also do not directly relate to any particular job classification. Standards are developed by the industry experts based on the needs of the industry and are utilized as the main tool in the implementation of Malaysian Skills Certification System in which the performance of existing industry workers and trainees are assessed based on Standards for awarding of Malaysian Skills Certificate[7].

---

[6] Department of Skills Development (2019, August 27) retrieved from
https://www.dsd.gov.my/jpkv4/index.php/my/perkhidmatan/noss
[7] Department of Skills Development (2019, August 27) retrieved from
https://www.dsd.gov.my/jpkv4/index.php/my/

2.1.5 Competency Based Training (CBT)

Competency Based Training (CBT) is an approach to vocational training which emphasizes what a person can do in a work place as a result of education and training obtained. CBT is based on performance standards which are set by the industry with main focus on measuring the performance while taking into account knowledge and attitude rather than the duration taken to complete the course. CBT is a learner-centric, outcome-based approach to training which allows each individual to develop skills at their own pace for a similar outcome. Thus, training practices can be customized for each individual to achieve a similar outcome. CBT concept is the basis of Malaysian Skills Certification system which is coordinated by DSD[8].

2.2   Scope of Occupational Framework Based on MSIC 2008

The Malaysia Standard Industrial Classification 2008 (MSIC 2008) provides a standard framework for classifying establishments and other statistical unit in the given industry in all official statistics. It also serves as a standard reference to users of official statistics on the type of economic activities included under the various categories of industries. This section provide the definition of the MSIC 2008 based on Department of Statistics Malaysia (DOSM) and also the criteria for the title selection for this study.

2.2.1 Malaysia Standard Industrial Classification 2008 (MSIC 2008) Definition

Malaysia Standard Industrial Classification 2008 (MSIC 2008) is intended to be a standard classification of productive economic activities. Its main purpose is to provide a set of activity categories that can be utilised for the collection and presentation of statistics according to such activities. Therefore, MSIC 2008 aims to present these set of activity categories in such a way that entities can be classified according to the economic activity that they carry out. For purposes of international comparability, the MSIC 2008 Version 1.0 conforms closely to the International Standard Industrial Classification (ISIC) of All Economic Activities Revision 4, published by the United Nations Statistics Division, with

---

[8] Department of Skills Development (2019, August 31) retrieved from
https://www.dsd.gov.my/jpkv4/index.php/my/

some modifications to suit national requirements. The objective of an industrial classification system is to classify data in respect of the economy according to categories of activities and the characteristics of which will be similar. The MSIC 2008 is a classification of all types of economic activities and is not a classification of goods and services nor is it a classification of occupations[9] .

2.2.2 Title Selection Criteria

To review the scope of the warehousing and support activities for transportation is comprehensively covered in this OF research, the definition of warehousing and support activities for transportation has to be spelt out clearly. Based on the 2 digits MSIC 2008, the area falls under the Section and Division listed in Table 2.2.

Table 2.2: Summary of MSIC 2008 by Section, Division and Group
(Source: MSIC 2008)

Section	H	Transportation and Storage
Division	52	Warehousing and Support Activities for Transportation
Group	521	Warehousing and Storage
	522	Support Activities for Transportation

To further understand the scope of this particular OF based on MSIC 2008, Table 2.3 can be referred.

---

[9] Department of Statistics Malaysia. (2008). Malaysia Standard Industrial Classification 2008 (MSIC 2008).

Table 2.3: Description of MSIC 2008 by Section, Division, Group, Item and Class

(Source: MSIC 2008)

CLASSIFICATION	CODE	DESCRIPTION
Section	**H**	**Transportation and storage**
Division	**52**	**Warehousing and support activities for transportation** This division includes warehousing and support activities for transportation, such as operating of transport infrastructure (e.g. airports, harbours, tunnels, bridges, etc.), the activities of transport agencies and cargo handling.
Group	**521**	**Warehousing and storage** This group includes operation of storage and warehouse facilities for all kind of goods, storage of goods in foreign trade zones and blast freezing.
Class	**5210**	**Warehousing and storage** **Includes**: (a) operation of storage and warehouse facilities for all kind of goods: operation of grain silos, general merchandise warehouses, freight, refrigerated warehouses, storage tanks, etc. (b) storage of goods in foreign trade zones (c) blast freezing **Excludes**: (a) parking facilities for motor vehicles, see 52213 (b) operation of self-storage facilities, see 68102 (c) rental of vacant space, see 6810
Item	**52100**	**Warehousing and storage services**

Group	**522**	**Support activities for transportation** This group includes activities supporting the transport of passengers or freight, such as operation of parts of the transport infrastructure or activities related to handling freight immediately before or after transport or between transport segments. The operation and maintenance of all transport facilities is included.
Class	**5221**	**Service activities incidental to land transportation** **Excludes**: cargo handling, see 5224
Item	**52211**	**Operation of terminal facilities** **Includes**: operation of terminal facilities such as railway stations, bus stations, stations for the handling of goods, freight terminal activities, etc.
Item	**52212**	**Towing and road side assistance** **Excludes**: maintenance and repair of motor vehicles with towing services, see 45201
Item	**52213**	**Operation of parking facilities for motor vehicles (parking lots)** **Excludes**: parking meter coin collection services, see 82990
Item	**52214**	**Highway, bridge and tunnel operation services**

Item	52219	**Other service activities incidental to land transportation n.e.c.** **Excludes:** liquefaction of gas for transportation purposes, see 19201
Class	5222	**Service activities incidental to water transportation** **Excludes**: (a) cargo handling, see 5224 (b) operation of marinas, see 93292
Item	52221	**Port, harbours and piers operation services** **Includes**: navigation, pilotage and berthing activities
Item	52222	**Vessel salvage and refloating services**
Item	52229	**Other service activities incidental to water transportation n.e.c.** **Includes**: lighterage and lighthouse activities
Class	5223	**Service activities incidental to air transportation** **Excludes**: (a) cargo handling, see 5224 (b) operation of flying schools, see 8530, 8549
Item	52231	**Operation of terminal facilities** **Includes**: the operation of airway terminal, etc.
Item	52232	**Airport and air-traffic-control activities**

Item	52233	**Ground service activities on airfields**
Item	52234	**Fire fighting and fire-prevention services at airports**
Item	52239	**Other service activities incidental to air transportation n.e.c.**
Class	5224	**Cargo handling** **Includes**: the loading and unloading of goods or passengers' luggage irrespective of the mode of transport used for transportation and stevedoring services **Excludes**: operation of terminal facilities, see 5221, 5222 and 5223
Item	52241	**Stevedoring services**
Item	52249	**Other cargo handling activities n.e.c.**
Class	5229	**Other transportation support activities** **Includes**: pickup and delivery of goods and grouping of consignments – Integrated system **Excludes**: (a) courier activities, see 53200 (b) provision of motor, marine, aviation and transport insurance, see 6512 (c) activities of travel agencies, see 79110 (d) activities of tour operators, see 79120 (e) tourist assistance activities, see 79900

Item	52291	**Forwarding of freight** **Includes**: (a) arranging or organizing of transport operations by rail, road, sea or air (b) organizing of group and individual consignments (c) issue and procurement of transport documents and waybills (d) activities of customs agents (e) activities of sea-freight forwarders and air-cargo agents
Item	52292	**Brokerage for ship and aircraft space**
Item	52299	**Other transportation support activities n.e.c.** **Includes**: (a) goods-handling operations (e.g. temporary crating for the sole purpose of protecting the goods during transit, uncrating, sampling, weighing of goods) (b) packaging activities incidental to transport

2.3   Key Stakeholders

The stakeholder is a group, organization, or society at large that has a stake in the industry. Stakeholders can affect or be affected by the organization's actions, objectives and policies. In Malaysia, the stakeholder for the warehousing and support activities for transportation comprises of government agencies, regulatory bodies, industry associations, professional bodies and training centre of warehousing and support activities for transportation industry.

2.3.1 Government Agencies and Regulatory Bodies

In Malaysia, there are many government agencies and regulatory bodies related to the warehousing and support activities for transportation industry, for this study only 12 agencies/bodies selected due to their acts as main regulator in this industry. The list can be referred in Table 2.4.

Table 2.4: List of Government Agencies and Regulatory Bodies for Warehousing and Support Activities for Transportation Industry

NO	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
1.	Ministry of International Trade and Industry (MITI)	a) Develop and implement policies on industrial development, international trade and investment; b) Promote and increase Malaysia's exports of high value-added goods and services by strengthening bilateral, regional and multilateral trade relations and cooperation; c) Enhance national productivity and competitiveness; d) Provide credible standardisation, accreditation and conformity assessment services to facilitate trade and economic growth; e) Promote and accelerate adoption of digitalisation and innovative technologies; and f) Facilitate the development of small and medium enterprises[10].

---

[10] Ministry of International Trade and Industry (MITI) (2019, September 7) Retrieved from
https://www.miti.gov.my/index.php/pages/view/2047?mid=29

NO	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
2.	Royal Malaysian Customs Department (KASTAM)	a) Implement policies related to industries, import, export and border control established by the department and the government; b) Establish procedure related to industries, import, export and border control which is inline with the stipulated policies of the department and the government; c) Provide cooperation and facilitation to other government agencies; d) Implement international commitment and cooperation with World Customs Organization (WCO), Association of Southeast Asian Nations (ASEAN), World Trade Organization (WTO) and Asia-Pacific Economic Cooperation (APEC) as well as Free Trade Agreements with other countries; and e) Provide guidelines to customs officers at the frontline to ensure efficient implementation of customs policy and procedure[11].
3.	Malaysian Quarantine and Inspection Services (MAQIS)	a) Enforce all relevant written laws at the entry points, quarantine stations and quarantine premises comply with the health aspect; b) Issue permits, licences and certificates for the purpose of import and export of plants, animals, carcasses, fish, agricultural produce, soils and microorganisms;

---

[11]Royal Malaysian Customs Department. (2019, August 28). Retrieved from
http://www.customs.gov.my/en/ci/Pages/ci_cd.aspx

NO	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
		c) Ensure that all the items are graded, packaged, and labeled in accordance with the relevant written laws; d) Establish and manage the quarantine stations; e) Participate in the inspection and certification of the premises of the exporting country together with: and f) Facilitate and provide advisory services on the compliance of import and export condition for items to importers, exporters and agents involved[12].
4.	*Jabatan Kemajuan Islam Malaysia* (JAKIM)	a) Determine the development and progress of Islamic Affairs in this country; b) Formulate the basis for the development of Islamic Affairs in the country and maintain the purity of Islamic faith and teachings; c) Assist in formulating and harmonizing the necessary laws and regulations as well as evaluating and coordinating the implementation of existing laws and administrations in the efforts to resolve problems of Muslims; d) Implement Islamic community development and appreciation programs in national management; e) Coordinate legal enforcement mechanisms as well as regulatory affairs of Islamic Affairs nationwide; and

---

[12] Malaysian Quarantine and Inspection Services (MAQIS) (2019, September 7)
http://www.maqis.gov.my/objektif-fungsi-kuasa

NO	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
		f) Implement community development efforts through regional and international cooperation[13].
5.	Halal Industry Development Corporation (HDC)	a) Lead the development of Halal standards, audit and certification procedures in order to protect the integrity of Halal; b) Direct and coordinate the development of Malaysia's Halal industry amongst all stake holders - both public and private; c) Manage capacity building for Halal producers and related service providers; d) Facilitate the growth and participation of Malaysian companies in the global Halal market; and e) Promote the concept of Halal and related goods and service[14].
6.	Department of Occupational Safety and Health (DOSH)	a) Study and review the policies and legislations of occupational safety and health; b) Enforce the legislations of Occupational Safety and Health Act 1994; and c) Conduct research and technical analysis on issues related to occupational safety and health at the workplace[15].

---

[13] Department of Islamic Development Malaysia (JAKIM). (2019, August 28) Retrieved from http://www.islam.gov.my/en/about-jakim/jakim-functions

[14] Halal Industry Development Corporation (HDC) (2019, August 28). Retrieved from http://www.hdcglobal.com/publisher/about

[15] Department of Occupational Safety and Health (DOSH). (2019, August 28). Retrieved from http://www.dosh.gov.my/index.php/en/about-us/dosh-profile

NO	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
7.	Department of Environment (DoE)	a) Prevent, control and abate pollution in the country through the enforcement of the Environmental Quality Act of 1974 and its subsidiary legislation; b) Monitor air and water quality and noise, manages toxic and hazardous wastes and implements the Environmental Impact Assessment system; and c) Ensure staff, related government agencies and industry representatives have the opportunity to better understand policies, tools and developments in environmental management[16].
8.	*Agensi Pengangkutan Awam Darat* (APAD)	a) Establish a Master Plan to ensure a comprehensive, integrated and sustainable infrastructure development; and b) Monitor and regulate standard of performance of the industry's operators through licensing[17].
9.	*Jabatan Pengankutan Jalan* (JPJ)	a) Establish and regulate the registration and licensing of motor vehicles in a systematic, reliable and innovative manner; b) Establish, enforce and administer the road transport law; and c) Monitor and administer motor vehicle safety standards with efficiency and integrity to meet the needs of the environment[18].

---

[16] Department of Environment (DOE) (2019, August 28). Retrieved from
https://www.doe.gov.my/portalv1/en/tentang-jas/pengenalan/perkhidmatan-teras
[17] Land Public Transport Agency (APAD). (2019, August 28). Retrieved from http://www.apad.gov.my
[18] Road Transportation Department (JPJ). (2019, August 28). Retrieved from
https://www.jpj.gov.my/en/web/main-site/visi-misi-dan-objektif

NO	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
10.	Malaysian Aviation Commission (MAVCOM)	a) Regulate economic matters relating to the civil aviation industry. b) Provide a mechanism for protection of consumers and dispute resolution between aviation industry players. c) Administer and manage air traffic rights. d) Advise, administer and manage routes under public service obligations[19].
11.	Civil Aviation Authority of Malaysia (CAAM)	a) Regulate the safety, security and technical requirement of civil aviation; b) Ensure efficient management of the safety and security of the civil aviation; and c) Enhance safety, security and efficiency for a sustainable aviation industry[20].
12.	Marine Department Malaysia	a) Ensure the safety of cruise ships. b) Provide shipping services to commercial vessels such as ship inspection, certification, registration and licensing; and vessels entering Malaysian waters and ports[21].

[19] Malaysian Aviation Commission (MAVCOM). (2019, August 20). Retrieved from
https://www.mavcom.my/en/who-we-are/
[20] Civil Aviation Authority Of Malaysia (CAAM). (2019, August 27). Retrieved from
http://www.dca.gov.my/about-dca/profiles/
[21] Marine Department Malaysia. (2019, August 28). Retrieved from
http://www.marine.gov.my/jlmeng/Contentdetail.asp?article_id=221&category_id=2&subcategory_id=2#.XWiHYCgzbIU

2.3.2 Industry Associations and Professional Bodies

Industry association is the association that supports and protects the rights of a particular industry and the workers in the industry. In Malaysia, there are numerous industry associations and professional bodies related to the warehousing and support activities for transportation industry. For this study, 6 industry associations selected due to their acts as main association in this industry. The list can be referred in Table 2.5.

Table 2.5: List of Related Industry Associations and Professional Bodies for
Warehousing and Support Activities for Transportation Industry

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
1.	Federation of Malaysian Freight Forwarders (FMFF)	a) Unify all freight forwarders in the country through the promotion of co-operation and understanding among members; b) Protect and represent the interests of members at the national and international levels; c) Improve the quality and standards of services of members through information and data exchange, documentary simplification systems and organisational development and internationalisation; d) Establish, maintain and promote ethical standards within the profession; e) Foster the growth and awareness of freight forwarding through appropriate publications and promotions; and f) Foster and improve relations with shippers, carriers, governmental bodies and other related and interested parties[22].

[22]Federation of Malaysian Freight Forwarders (FMFF). (2019, August 24). Retrieved from https://fmff.net/about-us/

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
2.	Malaysia Shipowners' Association (MASA)	a) Maintain and acknowledge close rapport and link with the relevant government agencies including the Marina Department and Maritime Division in the Ministry of Transport. b) Consult on the logistics, warehousing and distribution services requirements, and design a logistic process to align with business in an integrated fashion; and c) Provide a wide range of warehousing services, includes inventory control and management, load building, yard management, static and dynamic replenishment, order processing, vendor performance, cross docking, supply chain management, logistic integration, quality control, labelling, carrier performance etc[23].
3.	Puspakom Sdn Bhd (PUSPAKOM)	a) Conduct inspection on vehicles as to assist vehicle owners in ensuring the safety and roadworthiness of their vehicles; and b) Ensure vehicle owners are in compliance with the regulations on preserving the environment via the emission test[24].
4.	International Air Transport Association (IATA)	a) Increase awareness of the benefits that aviation brings to national and global economies. Advocating for the interests of airlines across the globe;

---

[23]Malaysia Shipowners' Association (MASA). (2019, August 26). Retrieved from http://masa.org.my/about-us/

[24] Puspakom Sdn Bhd (PUSPAKOM) (2019, August 26). Retrieved from http://www.puspakom.com.my/about-us/company-profile/

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
		b) Assist airlines by simplifying processes and increasing passenger convenience while reducing costs and improving efficiency; and c) Help airlines to operate safely, securely, efficiently, and economically under clearly defined rules[25].
5.	Malaysian Water Association (MWA)	a) Conduct accredited and certified training programs; b) Establish smart partnership with leading research and development institutions for water and wastewater; c) Provide platform for Professional Members to interact and share the knowledge, experience and skills to younger generation; d) Conduct collaborative research on emerging skill needs in the water industry; and e) Participate in providing assistance to vulnerable communities during disasters via its trained Emergency Relief Squad (ERS)[26].
6.	Malaysia Airport Holdings Berhad (MAHB)	a) Provide clear guidelines on permissible or non-permissible conduct in the business practices of Malaysia Airports; b) Ensure that all employees and its representatives comply with the same standards; and

---

[25]International Air Transport Association (IATA). (2019, August 26). Retrieved from
https://www.iata.org/about/pages/index.aspx

[26]Malaysian Water Association (MWA). (2019, August 26). Retrieved from
https://www.mwa.org.my/academy-overview.html

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
		c) Give guidelines when making judgment calls on work ethics, including in bridging and fostering close relations between the company and its customers[27].

2.3.3 Training Centre

Training centre is the service centre that allows companies to build custom training material that documents its best practices and procedures. In this study, there are 5 training centres selected and the list of training centres can be referred in Table 2.6.

Table 2.6: List of Training Centre for Warehousing and Support Activities for Transportation Industry

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
1.	Malaysia Airlines Berhad Academy (MABA)	a) Provide a holistic aviation education experience by covering all aspects of airline operations and management; and b) Transform, educate and develop aviation professionals of the future[28].
2.	Malaysian Academy of Supply Chain and Logistics Management (MASLM)	a) Ensure that all its programmes comply with the requirements of the Human Resource Development Board to be eligible for training grants under HRDF; b) Offer a comprehensive list of courses encompassing various disciplines in

---

[27]Malaysia Airport Holdings Berhad (MAHB). (2019, August 26). Retrieved from http://www.malaysiaairports.com.my/about-us

[28]Malaysia Airlines Berhad Academy (MABA). (2019, August 26). Retrieved from https://www.malaysiaairlinesacademy.com/index.php?action=aboutus

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
		management, supply chain management, logistics management, store/warehouse management, shipping management, customs management and operation management; c) Organise public workshops and in-house training programme; d) Empower people with knowledge and skills in the field of current management practices as adopted by the corporate sector, trade and business; and e) Adjust the workshops and in-house training programme to accommodate the specific requirements[29].
3.	Federation of Malaysian Manufacturers (FMM)	a) Offer a wide range of functional corporate training programmes to cater to the needs of the manufacturing and services sectors, and develop the potentials and enhance the skills of personnel at every level of industry; b) Customize training programmes to meet the training needs of industries and be conducted on in-house basis; and c) Offer the range of Certificate programmes that provides the opportunity for working personnel to gain qualifications to upgrade themselves for career advancements[30].

---

[29]Malaysian Academy of Supply Chain & Logistics Management (MASLM). (2019, August 26). Retrieved from http://www.maslm.com.my/about-us.html
[30]Federation of Malaysian Manufacturers (FMM). (2019, August 26). Retrieved from https://www.fmm.edu.my/About_FMM_Institute-@-About_Us.aspx

NO.	ORGANISATIONS	OVERVIEW, ROLES, FUNCTIONS, RESPONSIBILITIES
4.	Maritime Institute of Malaysia (MIMA)	a) Contribute towards a meaningful, comprehensive and cogent national maritime policy for Malaysia; b) Complement the efforts of the various government agencies involved in the maritime sector by mobilising expertise to assist and support them in national maritime policy planning and implementation; and c) Provide advice and second opinions to Government agencies and other relevant organisations[31].
5.	Malaysia Aviation Academy (MAVA)	a) Provide an efficient, sufficient and qualified human resources in aviation industry; b) Maintain the efficiency of Air Traffic Services and other related aviation courses in Malaysia through comprehensive training programmes; and c) Ensure efficient and effective training and management programmes[32].

---

[31]Maritime Institute of Malaysia (MIMA). (2019, August 26). Retrieved from
http://www.mima.gov.my/about-us/about-mima/mima-overview
[32]Malaysia Aviation Academy (MAVA). (2019, August 26). Retrieved from
http://mava.dca.gov.my/mava/about_vision_mission.cfm

2.4 Government Legislations, Policies and Initiatives

It is imperative that this research has to refer to legislation, by-laws and policies that are directly related to warehousing and support activities for transportation industry.

2.4.1 Government Legislations

In Malaysia, there are many legislations related to the warehousing and support activities for transportation industry. However, there are 5 legislation that selected due to their relevence in this industry. The following Table 2.7 indicates the relevant legislations to the overall warehousing and support activities for transportation industry.

Table 2.7: List of Relevant Legislations for Warehousing and Support Activities for Transportation Industry

NO.	LEGISLATIONS	DESCRIPTION
1.	Customs Act 1967 [Act 235]	An Act which gives a license to any person, for the purpose of storing customs duty and other goods in a specified place. This Act provides access to any customs officer to inspect any licensed warehouse at all times[33].
2.	Road Transport Act 1987 [Act 333]	An Act to make provision for the regulation of motor vehicles and of traffic on roads and other matters with respect to roads and vehicles[34].
3.	Civil Aviation Authority of Malaysia Act 2017 [Act 788]	An Act to regulate the safety and security of the civil aviation including the establishment of standards of their enforcement; safeguard civil aviation against any acts of unlawful interference;

[33]Customs Act 1967 [Act 235]. (2019, August 26). Retrieved from
http://www.customs.gov.my/en/ip/Pages/ip_act.aspx
[34]Road Transport Act 1987 [Act 333]. (2019, August 26). Retrieved from
http://www.agc.gov.my/agcportal/uploads/files/Publications/LOM/EN/Act%20333%20-
%20Road%20Transport%20Act%201987.pdf

NO.	LEGISLATIONS	DESCRIPTION
		regulate the operation of aerodrome and the provision of aerodrome service and facilities in Malaysia; encourage, promote, facilitate and assist in the development and improvement of civil aviation capabilities, skills, and services in Malaysia; provide technical and consultancy services relating to civil aviation; and represent the Government internationally in respect of matters relating to civil aviation[35].
4.	Port Authorities Act 1963 [Act 488]	An Act to operate and otherwise maintain the port in respect of which it is established, and for that purpose shall have the powers and duties provided under this Act. The authority shall have power to do all things reasonably necessary for or incidental to the discharge of its functions, and in particular to undertake all or any work of every description of or in connection with the loading, unloading and storing of goods or cargo in the port, or authorize by way of licence any company[36].
5.	Strategic Trade Act (STA) 2010 [Act 708]	An Act that controls the export, transshipment, transit and brokering of strategic items and technology, including arms and related material. This Act is consistent with Malaysia's international obligations on national security[37].

---

[35]Civil Aviation Authority of Malaysia Act 2017 [Act 788]. (2019, August 26). Retrieved from http://www.agc.gov.my/agcportal/uploads/files/Publications/LOM/EN/Act%20333%20-%20Road%20Transport%20Act%201987.pdf

[36]Port Authorities Act 1963 [Act 488]. (2019, August 26). Retrieved from http://www.lpj.gov.my/images/PDF/Akta-488.pdf

[37] Strategic Trade Act (STA) 2010 [Act 708]. (2019, September 7). Retrieved from https://www.miti.gov.my/miti/resources/STA%20Folder/PDF%20file/FAQ-BI-amended_140417.pdf

2.4.2 Government Policies and Initiatives

In order to increase the growth of the sector, the Government pursue the government policies and initiatives. This policies and initiatives are based on the Mid Term Review of the 11th Malaysia Plan.

Logistics industry in Malaysia remains fragmented and less competitive due to factors such as inadequate connectivity, low adoption of technology and innovation as well as burdensome regulations that impede trade. Initiatives on strengthening logistics and trade facilitation were continued to increase the efficiency of the industry and promote trade activities. In the remaining 11th Malaysia Plan period, initiatives to further unleash the growth of logistics and enhance trade facilitation, will focus on improving efficiency along the value chain and digitalising logistics services [38].

Effort is focused on improving efficiency and effectiveness of logistics services along the value chain to enhance competitiveness and create economy-wide development impact. The National Logistics Task Force (NLTF) led by the Ministry of Transport (MoT) will continue to spearhead and coordinate the implementation of policies and strategies as well as drive change in the logistics industry. The NLTF will actively engage industry players and relevant stakeholders to further align strategies and initiatives to increase competitiveness of the industry.

The provision of efficient and quality warehouse services is pertinent in ensuring seamless movement of goods in the logistics supply chain. This will require developing standards and specifications, identifying suitable locations, improving processes for approval, establishing a comprehensive national warehouse database as well as implementing effective monitoring mechanisms. These measures will provide opportunities for Malaysia to be a distribution centre for the ASEAN region, particularly for goods purchased online and courier services.

---

[38]Ministry of Economic Affairs. (2018).Mid-Term Review of the Eleventh Malaysia Plan 2016-2020. Pages 15-24

The Royal Malaysian Customs Department (Custom) has also taken their own initiatives via collaborating wth the permit issuing agencies. This is vital to expedite cargo clearance processing time and reduce cost of doing business. In this regard, a centralised examination area for goods in major entry points as implemented in Port Klang were replicated to enhance collaboration. Furthermore, the Customs initiative, a single window gateway that provides end-to-end solutions for cargo clearance, were fully implemented in early 2019. The implementation of Customs will increase efficiency and productivity and boost the competitiveness of the Malaysian logistics industry players.

The economic growth through trade and exports will necessitate greater capacity and efficiency of port infrastructure. Ports that are reaching capacity limits were encouraged to seek alternative funding to invest in upgrading port infrastructure to handle larger vessels and provide efficient cargo handling facilities through greater adoption of technology. In addition, greater collaboration among relevant ministries is required to develop a plan in upgrading connectivity to gateways, dispersing economic growth across different regions.

As such, the continuous development of training and education courses is emphasised to increase the manpower skills in order to keep up with the technological advancement and emerging markets in the industry. The courses offered have to be continually updated to address the current requirements of the industry, as well as increasing the employability of logistics-related graduates and the sector's productivity.

2.5 Industry and Market Intelligence

Industry and market intelligence are the collection and analysis of data of an industry by various sources of data to be utilise by the industry to make business decisions, manpower developments and training requirements. Industry intelligence is critical for developing strategies in the development of the industry, areas of manpower development and the impact of those developments. This section will provide information regarding warehousing and support activities for transportation industry based on the industry growth and employment statistics.

2.5.1 Growth of warehousing and support activities for transportation industry

Based on National Account Gross Domestic Product 2015-2018, Malaysia's economy grew by 4.7 per cent in 2018 compared to the previous year, 2017 at 5.7 per cent[39]. Malaysia's gross domestic product (GDP) in 2018 recorded RM 1,361.5 billion where the main contributor comes from services and manufacturing sector with 56.7 per cent and 22.4 per cent respectively. Meanwhile, the main influencer for expenditure was driven by Private Final Consumption Expenditure.

Other than that, this research, will focus on warehousing and support activities for transportation industry in the services sector. Compare to previous years, percentage share to Malaysia's GDP for service sector increases to 56.7 per cent in 2018 from to 55.6 per cent in 2017, 55.4 per cent in 2016 and 54.7 per cent in 2015 respectively[40]. Besides, percentage share of support activities for transportation industry to Malaysia's GDP for 2018 remained the same at 0.6 per cent as to 2017. While in 2015 and 2016, percentage share of support activities for transportation industry to Malaysia's GDP is at 0.5 per cent.

Moreover, in terms of annual percentage change of warehousing and support activities for transportation industry in 2018, it has also increased incomprison to previous years 2016 and 2017. Annual percentage change of support activities for transportation industry has increased to 7.9 per cent in 2018 from 7.6 per cent in 2017 and 6.5 per cent in 2016 respectively[41].

2.5.2 Employment Statistics

This section provides an overview regarding labour force, labour demand in Malaysia and employment statistics of specialized construction industry.

---

[39] Department of Statistics Malaysia. 2019. National Account Gross Domestic Product 2018. Page 1
[40] Department of Statistics Malaysia. 2019. National Account Gross Domestic Product 2018. Page 46
[41] Department of Statistics Malaysia. 2019. National Account Gross Domestic Product 2018. Page 39

a) Labour Force in Malaysia

Labour force can be defined as the sum of persons in employment plus persons in unemployment. Together these two groups of the establishment represent the current supply of labour for the production of goods and services taking place in a country through market transactions in exchange for remuneration[42]. The concept and definition of labour force in Malaysia are stated in Figure 2.1.
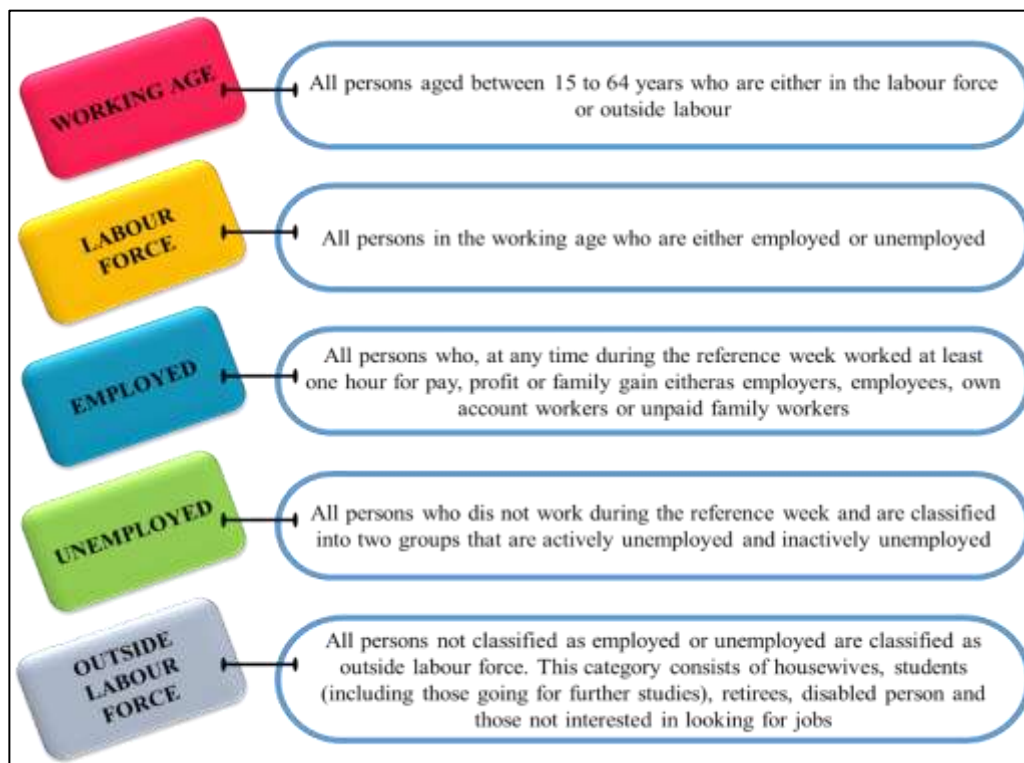
Figure 2.1: Concepts and Definitions Relating to Labour Force in Malaysia
(Source: Department of Statistics Malaysia, 2019)

Labour force in Malaysia increased by 2.0 per cent from 15.0 million persons in 2017 to nearly 15.3 million persons in 2018. The increment in labour force was contributed by 299,200 employed persons. Labour force participation rate (LFPR) in 2018 increased by 0.3 percentage points to 68.3 per cent as compared to 2017 with 68.0 per cent[43]. Hence, the remaining 31.7 per cent of

---

[42] International Labour Organization. 2018. Labour force (2019, 30 September) Retrieved from https://www.ilo.org/global/statistics-and-databases/statistics-overview-and-topics/WCMS_470304/lang--en/index.htm

[43] Department of Statistics Malaysia. 2019. The Labour Force Survey Report 2018. Page 12

the working age establishment was outside the labour force. On the other hand, the unemployment rate improved to 3.3 per cent in 2018 as compared to 3.4 percent in 2017. This shows that the country's economy is still operating with full employment where the unemployment rate is below 4.0 per cent.

b) Overview of Services Sector Labour Demand

Labour demand indicates the total labour that the economy is willing to employ at any given point of time. At microeconomic level, labour demand by firm refers to positions in the company; and through the process of hires and separations, the information of filled positions and vacancies can be estimated. The concepts and definitions of the statistics on labour demand in this publication are as in Figure 2.2.
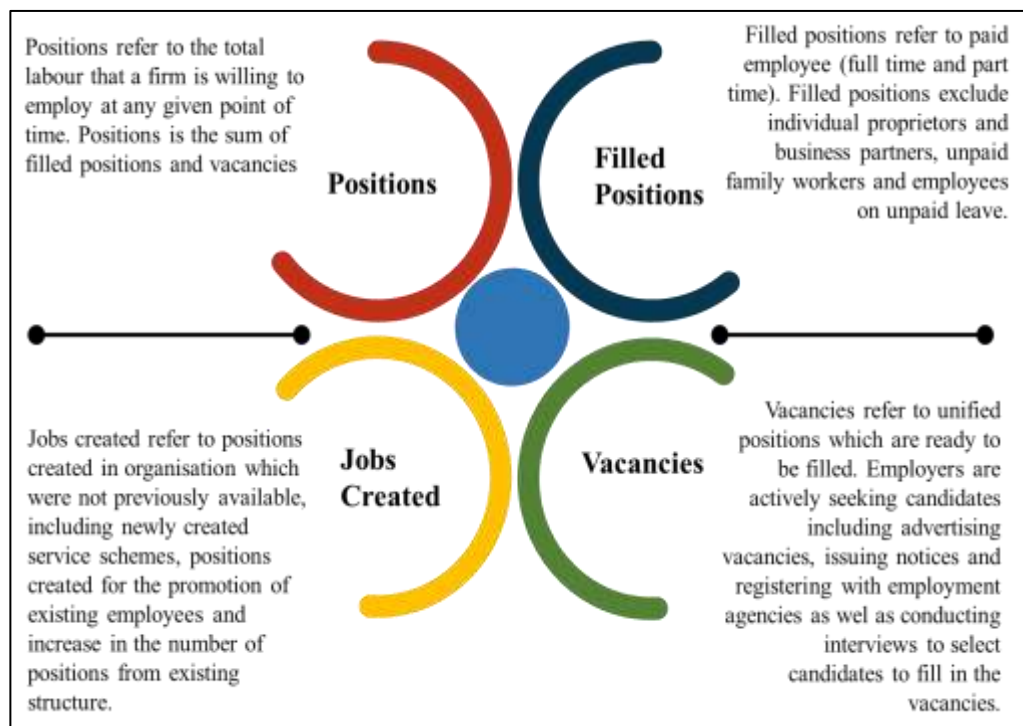
Figure 2.2: Concepts and Definitions Relating to Statistics on Labour Demand
(Source: Department of Statistics Malaysia, 2019)

The number of positions for Services sector in 2018 was 4,421 thousand, went up 58 thousand from 4,363 thousand in 2017. The number of filled positions increased to 4,384 thousand (2017: 4,322 thousand) while vacancies in this sector was 37 thousand. Meanwhile, there were 51 thousand jobs created in 2018 for the services sector[44]. The detailed information can be referred in Figure 2.3.

Figure 2.3: Employment Statistics in Services Sector
(Source: Department of Statistics Malaysia, 2019)

Position by skill in 2018 recorded an increase in percentage share for skilled worker to 32.7 per cent and semi-skilled worker to 47.1 per cent compare to in 2017 with 32.6 per cent and 46.8 per cent for skilled worker and semi-skilled worker respectively. But for low skilled worker, the percentage share for position by skill decreased from 20.6 per cent in 2017 compared to 2018 with 20.2 per cent[45]. The details of the information can be referred to Figure 2.4.

---

[44] Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 22
[45] Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 32
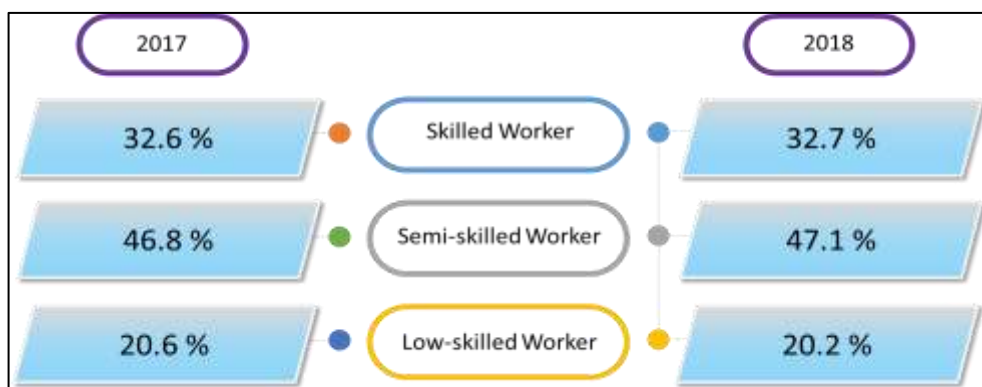
Figure 2.4: Positions by Skill in Services Sector by Percentage Share
(Source: Department of Statistics Malaysia, 2019)

Other than that, the percentage share for filled position by skill in services sector in 2018, 47.1 per cent was recorded for semi-skilled worker, 32.8 per cent for skilled worker and 20.1 per cent for low skilled worker[46]. The comparison with 2017 can be referred to Figure 2.5.
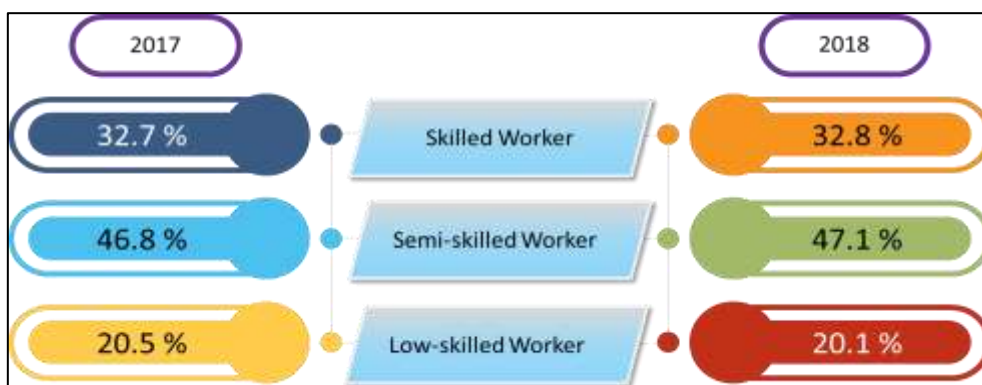
Figure 2.5: Filled Position by Skill in Services Sector by Percentage Share
(Source: Department of Statistics Malaysia, 2019)

More than that, for vacancies by skill in service sector by percentage share for 2018, 45.0 per cent was recorded for semi-skilled worker, 27.0 per cent for skilled worker and 28.0 per cent for low skilled worker[47]. The comparison against 2017 can be referred to Figure 2.6.

---

[46] Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 38
[47] Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 44
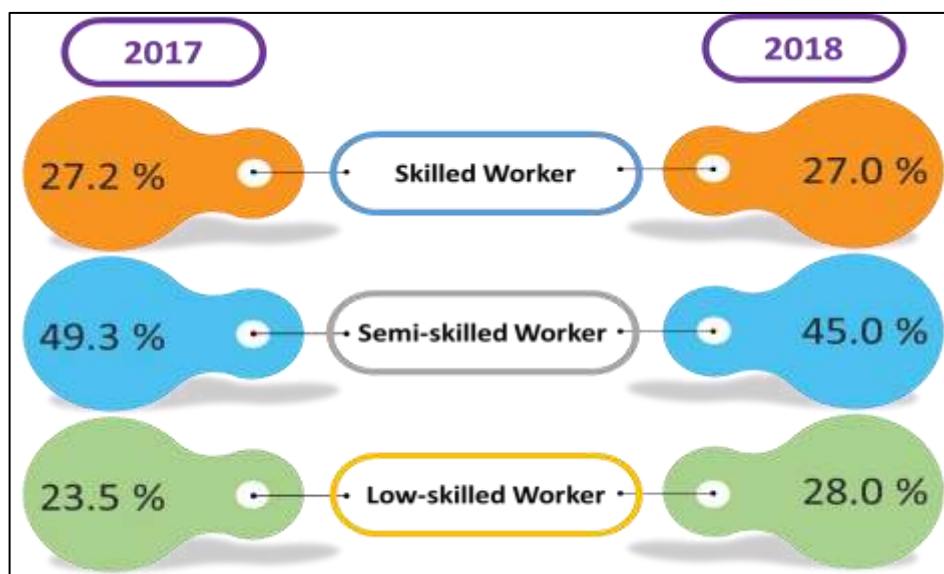
Figure 2.6: Vacancies by Skill in Services Sector by Percentage Share
(Source: Department of Statistics Malaysia, 2019)

Next, the number of jobs created by skill in services sector by percentage share for 2018, 54.9 per cent was recorded for skilled worker, 38.0 per cent for semi-skilled worker and 7.1 per cent for low skilled worker[48]. The comparison with 2017 can be referred Figure 2.7.
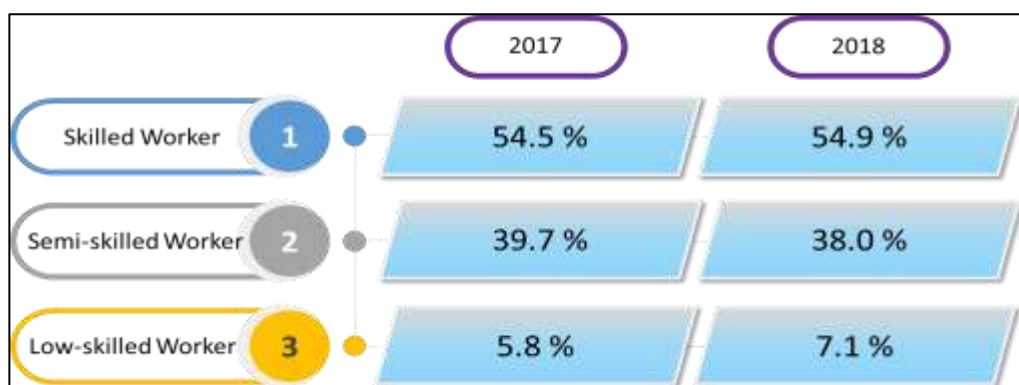
Figure 2.7: Jobs Created by Skill in Services Sector by Percentage Share
(Source: Department of Statistics Malaysia, 2019)

---

[48] Department of Statistics Malaysia. 2019. Employment Statistics Second Quarter 2019. Page 50

c) Employment Growth of Warehousing and Support Activities for Transportation Industry

The number of persons engaged in warehousing and support activities for transportation industry for 2015 and 2017 are as shown in Figure 2.8. Total number of persons engaged in warehousing and support activities for transportation industry has increased from 125,928 persons in 2015 compared to 2017 with 132,005 persons[49].

Figure 2.8: Number of Persons Engaged for Warehousing and Support Activities for Transportation Industry in 2015 and 2017, Malaysia
(Source: Department of Statistics Malaysia, 2018)

2.5.3 Conclusion

In conclusion, for warehousing and support activities for transportation industry, in 2018 and 2017, the contribution of this industry toward Malaysia GDP are at 0.6 per cent compare to 0.5 per cent in 2016.

More than that, for employment statistics, number of persons engaged with warehousing and support activities for transportation industry increased from 125,928 persons in 2015 to 132,005 persons in 2017. The growth of this industry clearly shows that warehousing and support activities for transportation industry is one of potential industry to enhance country development in the future.

2.6   Exisitng NOSS Relevant to MSIC 2008 Section H, Division 52

---

[49] Department of Statistic Malaysia (DOSM). (2018). Annual Economic Statistic 2018. Page 14

Based on NOSS registry January 2019, there are currently 82 National Occupational Skills Standards (NOSS) developed by Department of Skills Development (DSD) that are relevant to the sub-sectors and areas in the warehousing and support activities for transportation industry. The details of the existing NOSS relevant to the industry are in the Tables 2.8.

Table 2.8: Summary of NOSS Developed under the Division 52

(Source: NOSS Registry January 2019)

MSIC Group	CORRESPONDING NOSS/ LEVEL	
521 Warehousing and Storage	1. FB-012-1	Storehand L1 (2009)
	2. FB-012-2	Storekeeper L2 (2009)
	3. FB-012-3	Store Supervisor L3 (2009)
	4. IL-012-3:2012	Warehouse & Distribution Service Operation L3
	5. IL-012-4:2012	Warehouse & Distribution Service Operation Management L4
	6. IL-012-5:2012	Warehouse & Distribution Service Operation Management L5

MSIC Group	CORRESPONDING NOSS/ LEVEL	
522 Support Activities for Transportation	1. H522-001-3:2016	Ground Support Equipment (GSE) Maintenance L3
	2. H522-002-4:2016	Ground Handling - Ramp Services Control L4
	3. H522-002-5:2016	Ground Handling - Ramp Services Management L5
	4. TP-800-1:2011	Ground Handling- Ramp Services L1
	5. TP-800-2:2011	Ground Handling- Ramp Services L2
	6. TP-800-3:2011	Ground Handling- Ramp Services L3
	7. H522-003-2:2017	Stevedore Operation L2
	8. H522-003-3:2017	Stevedore Operation Supervision L3
	9. H522-004-4:2017	In-Flight Safety and Hospitality Coordination L4
	10. H522-004-5:2017	In-Flight Safety and Hospitality Management L5
	11. TP-077-3:2013	In-Flight Services L3
	12. HT-082-1	Assistant Buggy Mechanic L1 (2012)
	13. HT-082-2	Buggy Mechanic L2 (2012)
	14. FB-011-2:2013	Forwarding Operation L2
	15. FB-011-3:2013	Forwarding Operation L3
	16. FB-011-4:2013	Forwarding Operation L4
	17. FB-011-5:2013	Forwarding Operation Management L5
	18. FB-013-2	Fleet Driver L2 (2009)
	19. FB-013-3	Fleet Supervisor L3 (2009)
	20. IL-013-2:2014	Logistics Operation L2
	21. IL-013-3:2014	Logistics Operation Supervision L3
	22. IL-013-4:2014	Logistics Operation Administration L4
	23. IL-013-5:2014	Logistics Operation Management L5
	24. TP-320-1:2012	Light, Public Service & Goods Vehicle Driving L1

MSIC Group	CORRESPONDING NOSS/ LEVEL	
	25. TP-320-2:2012	Heavy, Public Service, Goods & Emergency Vehicles Driving L2
	26. TP-320-3:2012	Professional Fleet Operation L3
	27. TP-413-1	Recovery Operator L1 (2010)
	28. TP-413-2	Recovery Technician L2 (2010)
	29. TP-413-3	Recovery Supervisor L3 (2010)
	30. TP-330-3:2014	Land Transportation Operations Supervision L3
	31. TP-330-4:2014	Land Transportation Operations Administration L4
	32. TP-330-5:2014	Land Transportation Operations Management L5
	33. TP-324-2:2016	Driving Operation (Bus) L2
	34. TP-324-3:2016	Driving Operation Supervision (Bus) L3
	35. TP-325-3:2013	Public Service Vehicle (Taxi) Operation L3
	36. TP-326-3:2013	Goods Vehicle Operation L3
	37. TP-037-3:2015	Public Transportation Inspectorate L3
	38. TP-038-3:2015	Land Transportation Control Centre Operation L3
	39. TP-078-3:2013	Ground Handling Operation L3
	40. TP-079-3:2014	Airport Rescue & Firefighting Operation L3
	41. TP-079-4:2016	Airport Rescue & Firefighting Operation Control L4
	42. TP-079-5:2016	Airport Rescue & Firefighting Operation Management L5
	43. TP-801-3:2014	Aeronautical Ground Lighting Maintenance L3
	44. TP-801-4:2014	Aeronautical Ground Lighting Operations & Maintenance Administration L4
	45. TP-801-5:2013	Aeronautical Ground Lighting Operations & Maintenance Management L5

MSIC Group	CORRESPONDING NOSS/ LEVEL	
	46. TP-802-3:2014	Baggage Handling System Operation & Maintenance Services L3
	47. TP-802-4:2014	Baggage Handling System Operation & Maintenance Administration L4
	48. TP-802-5:2013	Baggage Handling System Operation & Maintenance Management L5
	49. TP-803-3:2014	Passenger Boarding Bridge Operation & Maintenance Services L3
	50. TP-803-4:2014	Passenger Boarding Bridge System Management L4
	51. TP-803-5:2013	Passenger Boarding Bridge System Management L5
	52. TP-804-3:2016	Airport Landside, Terminal & Airside Operations L3
	53. TP-804-4:2016	Airport Landside, Terminal & Airside Operations Administration L4
	54. TP-804-5:2014	Airport Landside, Terminal & Airside Operations Management L5
	55. TP-805-3:2014	Free Commercial Zone Operations L3
	56. TP-805-4:2014	Free Commercial Zone Administration L4
	57. TP-805-5:2014	Free Commercial Zone Management L5
	58. TP-025-4:2012	Navigational Watchkeeping and Cargo Operation L4
	59. TP-025-5:2012	Navigational and Shipboard Operation L5
	60. H522-007-2:2019	Navigational Watch Support Operation L2
	61. H522-007-3:2019	Navigational Watch and Deck Support Operation L3
	62. TP-201-3:2013	Harbour Tug Boat Operation L3
	63. TP-202-3:2013	Vessel Traffic Information System (VTIS) Operation (Port) L3
	64. TP-203-3:2014	Cargo Operation Services L3

MSIC Group	CORRESPONDING NOSS/ LEVEL	
	65. TP-203-4:2014	Cargo Operation Management L4
	66. TP-203-5:2013	Cargo Operation Management L5
	67. TP-204-3:2013	Port Operation Planning L3
	68. TP-205-3:2013	Port Equipment Container Operation L3
	69. TP-206-4:2014	Port Equipment Maintenance Management L4
	70. TP-206-5:2014	Port Equipment Maintenance Management L5
	71. H522-005-2:2019	Mooring Operation L2
	72. H522-005-3:2019	Mooring Operation Supervision L3
	73. H522-006-2:2019	Import and Export Customs Coordination Support L2
	74. H522-006-3:2019	Import and Export Customs Coordination & Supervision L3
	75. H522-006-4:2019	Import and Export Customs Administration L4
	76. H522-006-5:2019	Import and Export Customs Management L5

2.7 Overview with Developed Countries for Transportation and Storage

This section provides an overview regarding developed countries in warehousing and support activities for transportation. For this section, Germany and Singapore are two developed countries that were discussed due to their performance on the industry. Based on Logistic Performance Index (LPI) 2018, Germany ranked 1st in world ranking with 4.19 score, while Singapore ranked 5th in world ranking and 1st in Asia ranking with 4.05 score. Whereas, Malaysia is ranked 41st and 5th in Asia ranking with 3.34 score[50]. The detailed comparison were discussed in Chapter 4.

---

[50] The World Bank. 2018. Logistic Performance Index 2018. (2019, September 10). Retrieved from https://lpi.worldbank.org/international/aggregated-ranking?sort=desc&order=LPI%20Score#datatable

2.8　Relation of Industry and Industrial Revolution 4.0

The Fourth Industrial Revolution is used to describe the emergence of the Digital Economy and use of automation and data exchange in industrial technologies. Commonly referred to with the catchphrase Industrial Revolution 4.0 it also includes the Internet of Things (IoT) and collaboration between networked machines and human beings in decision-making.

Technology experts talk about future industrial revolution as one that has the potential to disrupt every industry in every country due to the exponential pace that is the nature of digital revolution which is at the heart of Industrial revolution 4.0. This is already happening in businesses and industries as robotics and artificial intelligence can take over jobs traditionally manned by human labour, in particular technical processes that can easily be computerized. Figure 2.9 depicts the progression of the industry revolutions.
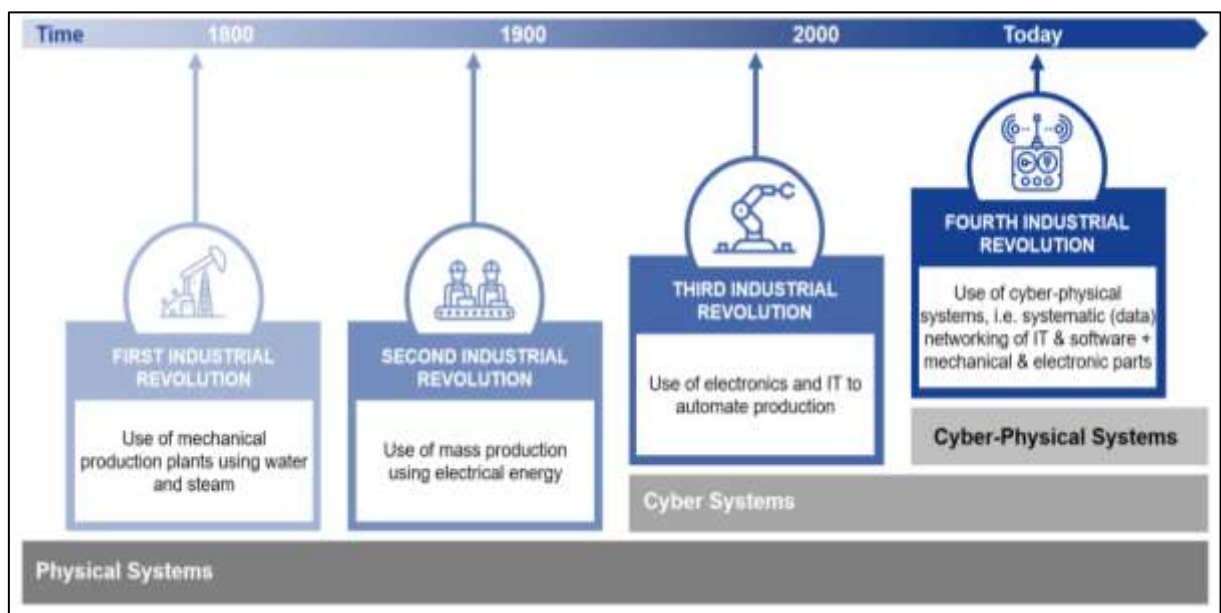
Figure 2.9: Industry Revolution 4.0

(Source: Industry 4.0 – FOSTEC & Company)

IR4.0 is a technological revolution, which starts from the First Industrial Revolution to the Third Industrial Revolution. Briefly, the First Industrial Revolution used water and steam power to mechanise production. The Second Revolution used electric power to create mass production. The Third Revolution used electronics and information technology to automate production. The Fourth Industrial Revolution is building on the Third, the digital revolution that has been occurring since the middle of the last century. It is characterized by a fusion and convergence of technologies that cut across the physical, digital, and biological spheres.

According to Ministry of International Trade and Industry (MITI), there are 9 main pillars of Industrial Revolution 4.0 which reflect more on the different technologies used in an IR4.0. Table 2.9 show the 9 pillars of the IR4.0 and its descriptions.

Table 2.9: The 9 Pillars of Industrial Revolution 4.0
(Source: Ministry of International Trade and Industry)

NO.	9 PILLAR OF IR4.0	DESCRIPTION
1.	Autonomous Robots	Coordinated and automated actions of robots to complete tasks intelligently, with minimal human input.
2.	Big Data Analytics	The analysis of ever larger volumes of data. Circulation, collection, and analysis of information is a necessity because it supports productivity growth based on a real-time decision-making process.
3.	Cloud Computing	Storing and accessing data and programs over the Internet instead of your computer's hard drive.
4.	Internet of Things	All machines and systems connected to the production plant (as well as other systems) must be able to collect, exchange and save these massive

NO.	9 PILLAR OF IR4.0	DESCRIPTION
		volumes of information, in a completely autonomous way and without the need of human intervention.
5.	Additive Manufacturing	Use in prototyping, design iteration and small-scale production and often described as "rapid prototyping" – produce the desired components faster, more flexibly and more precisely than ever before.
6.	System Integration	The process of linking together different computing systems and software applications physically or functionally to act as a coordinated whole via Internet of Things.
7.	Cybersecurity	The increased connectivity and use of standard communications protocols, the need to protect critical industrial systems and manufacturing lines from cybersecurity threats is increasing.
8.	Augmented Reality	Augmented-reality-based systems support a variety of services, such as selecting parts in a warehouse and sending repair instructions over mobile devices – provide workers with real-time information to improve decision making and work procedures.
9.	Simulation	Simulations will leverage real-time data to mirror the physical world in a virtual model, which can include machines, products, and humans. This allows operators to test and optimize the machine settings for the next product in line in the virtual

NO.	9 PILLAR OF IR4.0	DESCRIPTION
		world before the physical changeover, thereby driving down machine setup times and increasing quality.

Based on the 9 pillars of the IR4.0, the Autonomous Robot, Internet of Things, Big Data Analytics, Simulation and Augmented Reality, and Horizontal and Vertical System Intergation are identified to be related with the Warehousing and Support Activities for Transportation in Malaysia. The launching of the Digital Free Trade Zone (DFTZ) initiative of the government promote the digital global trade platform at Global Transformation Forum. This is the first digital global trade platform beyond China, and the Malaysian government believes that a collaboration with Jack Ma will increase SMEs' contribution to the nation's GDP, which currently stands at 38.3%, despite 97% of businesses in Malaysia currently being micro or SMEs[51].
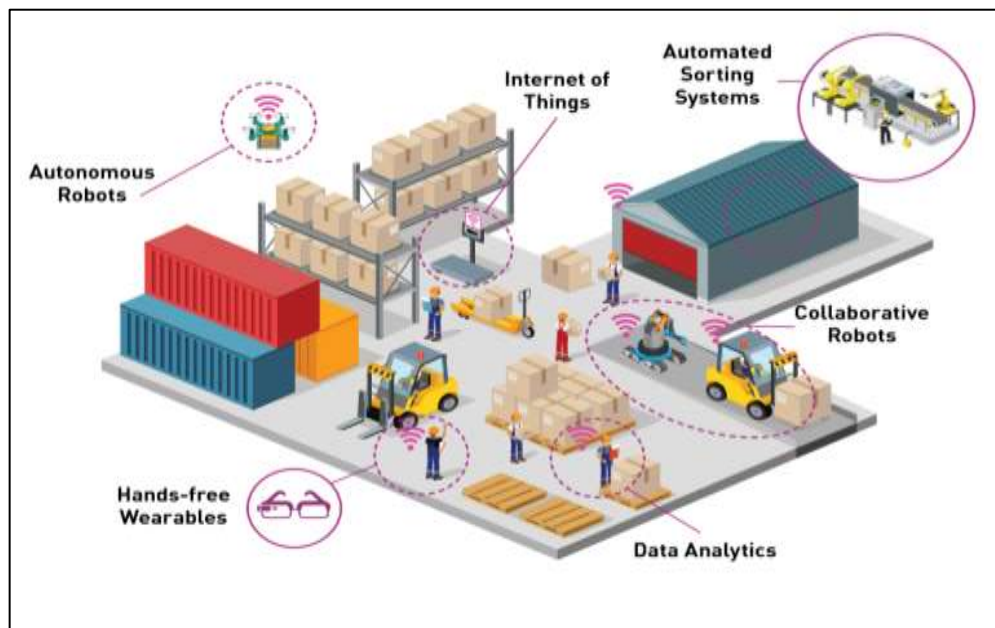
Figure 2.10: Overview of the Logistics and Storage Industry related to IR4.0
(Source: Republic Polytechnic COI SCM)

[51]What exactly is the Malaysia Digital Free Trade Zone and its impact?. (2019, August 28). Retrieved from https://e27.co/exactly-malaysia-digital-free-trade-zone-impact-20170512/

2.9   Conclusion

Based on the literature review findings, the area of Warehousing and Support Activities for Transportation is seen as one of the main contributors to the economic performance and foreign investment. Currently there are several government agencies (i.e. KASTAM, JAKIM, APAD, CAAM, Marine etc.) involved in the development and monitoring of the industry in terms of compliance to the relevant acts and regulations.

In order to increase employment mobility for the workforce, it is imperative that the occupational areas are redefined in the Occupational Structure. This is to allow scalability of skills and to accommodate the emerging skills required in the current Industrial Revolution, which is the 4th Industrial Revolution. Segmentation of the industry based on the MSIC 2008 is also taken into consideration in order to be in sync with data from the Department of Statistics Malaysia (DOSM) on labour demographics. This industry in particular falls under Section H: Transportation and Storage, Division 52: Warehousing and Support Activities for Transportation under MSIC 2008.

CHAPTER 3: METHODOLOGY

3.1   Introduction

This section gives an overview of the overall research design, strategies for data collection and data analysis procedures performed to meet the deliverables. In developing a better comprehend of the current development of warehousing and support activities for transportation industry in Malaysia, this study used multiple data collection approaches. Besides document analysis, mixed method research that involves quantitative and qualitative approaches were utilised. The quantitative approach was embedded by using survey while the qualitative approach was based on document analysis and focus group discussion with industry experts. By using both methods, better insights of the industry were obtained where identification and building appropriate instrument for the quantitative data collection approach.

3.2   Research Approach

For this study, the research approach was subjected to 7 phases as follows:

Phase 1: Identification of Research Problem
Broad problem area was identified through preliminary information gathering which were from secondary data and literature reviews.

Phase 2: Document Analysis
Perform actual secondary data collection by reviewing available published information from sources such as websites, archives and other written reports.

Phase 3: Preparation of Qualitative Data Procedure

The interview protocol was in the form of semi-structure questionnaire that was prepared in line with the objective of this study. The interview protocol was developed by the researchers themselves. The validity of this study was verified by employing the triangulation strategy. In this approach, the researchers triangulated different data sources of information to build a coherent justification of the different themes in close relation to the aim of the study. Focus group discussion was conducted where respondents from industry experts and practitioners were chosen.

Phase 4: Quantitative Instrument Building

From the focus group discussion, the reliable instrument was verified and proposed to be used in the actual field survey.

Phase 5: Quantitative Data Collection

Actual data collection was carried out. Both self-administrated and survey was carried out nationwide for generalisation purpose. Sample from the population were collected at random in order to reflect an objective representation.

Phase 6: Data Analysis for Both Qualitative and Quantitative Data Approaches

Final verification by focus group discussions was carried out. New focus group members were selected from industry players who looked into the documents. They were also requested to verify the descriptive analysis that was utilised in the quantitative approach. The issues of concern were related to the demand for skills, jobs titles and critical task skills levels in the warehousing and support activities for transportation industry.

Phase 7: Discussion and Recommendations

Final discussion on the study was established coupled with recommendations.

Specifically, three data collections approaches were employed as follows:
   a) Document analysis;
   b) Focus Group Discussion; and
   c) Survey.

The Operational Framework of the research and the expected outcomes are as shown in Figure 3.1:

Methodology	Approach	Outcome
Document Analysis	Review current literature related to the industry such as : • Articles; • Websites; • Statistical info (Census Reports); • Economic Reports; and • Industry Reports.	• Industry Overview; • Industry Definitions; • Industry Stakeholders; • Industry Legislations; and • Industry Intelligence.
Focus Group Discussions	Focus Group Discussions with industry panel members: • Brainstorming sessions on identifying Occupational Structures and Occupational Descriptions; and • Review of questionnaire form by industry panel members.	• Industry Issues and Challenges; • Occupational Structure; • Questionnaire Form; and • Occupational Descriptions.
Survey	Survey were conducted: • The targeted respondents are managerial level and above from the Human Resource Department of every industry to further understand the job scope and process involved	• Common Occupational Structure and Job Titles; • Jobs in Demand; • Competencies in Demand; and • Emerging Skills.

Figure 3.1: Operational Framework of the Research and Outcome

3.2.1 Document Analysis

By conducting document analysis, the researcher examined the work of not only other researchers but also from professionals through trade reports, the Internet and articles to get a better insight into the industry and address the research aim. This approach provides an overview of the industry that is relevant to the requirements of IR4.0 and industrial need.

a) Data Collection Strategy

There were two main sources for data collection in document analysis namely:

i) Economic Database; and

ii) Database from other agencies (such as MESTECC and DSD).

i) Economic Database

Some information related to labour that are highly relevant to this study were collected. Thus, the following information were requested from the Department of Statistics Malaysia (DOSM):

- MSIC 2008; and

- Occupation categories at 1-digit MASCO 2013.

The information from the economic database serves two purposes:

- Provides a snapshot of the current Warehousing and support activities for transportation industry landscape and outlook; and

- Serves as control figures and baseline database when assessing data obtained from the online survey.

ii) Databases from Other Agencies (RMK 11, DSD and others)

In addition, economic database from other agencies (local and international) that are relevant to Warehousing and support activities for transportation industry were collected and analysed. Based on initial observation, the following databases contain relevant information for the industry:

- Local database – Department of Skills Development (DSD), Ministry of International Trade and Industry (MITI), mid-term review of RMK11, and Malaysian Investment Development Authority (MIDA).
- International database – Organization for Economic Co-operation and Development (OECD), World Bank and European Union (EU) and Economic Monitor.

Database in the form of online resources and published reports were collected from local and international agencies.

b) Data Analysis Procedure

Based on the two groups of databases, the following data analysis procedure were carried out;

i) Examined the economic performances of the industry by looking at several macroeconomic indicators (such as GDP, employment and output).

ii) Analysed the industry outlook in relation to regional and global perspectives.

iii) Determined the profile of the current and future workforce (such as occupations).

iv) Reviewed technological development in the industry (such as robotic and automation as well as element of IR4.0).

3.2.2 Focus Group Discussion

Industry engagement based on focus group discussion (FGD) was conducted to enable in-depth discussions on the issues of the industry workforce. Two phases of FGD were conducted. Initially the FGD discussed on the OS, OD, assessment of curriculum and training programmes; accreditation and qualification based on NOSS and MQA framework; potential workforce challenges; outlook and strategic recommendations to be proposed. From this discussion of the themes used the survey method instrument were reviewed based on the industrial feedbacks.

For the focus group discussion, six industry experts were selected. and facilitated by a facilitator to encourage dialogue among the panel members while controlling the discussion. Facilitators were commissioned by the DSD. In terms of industry experts, they have at least 7 years of experience in the related industry and worked with a company that is registered with the *Suruhanjaya Syarikat Malaysia* (SSM). A transcriber was also employed to report on the FGD discussion outcome.

In the first FGD meeting, semi-structured questions were used. It was based on OS and OD construction based on four themes, namely competencies in demand, jobs in demand, emerging skills and related issues. The identification of critical jobs in the Warehousing and support activities for transportation industry was also be determined in the FGD. The second phase in FGD was for the verification and validation of the findings.

Five main semi-structured questions for FGD were constructed as follows:
1) What will be the industry occupational structure (OS) looks like?
2) What will be the job descriptions for each job title?
3) How to determine the demand for the industry skills?
4) How to determine the relevant jobs title that is in line with IR4.0?
5) How to determine the critical jobs for the industry?

a) **Data Collection Strategy**

In the process of gathering the input, brainstorming technique was adopted in this FGD discussion. It was attended by industry expert on industry expert members who discussed the different sub-sectors and areas of the industry. Facts obtained during the document search were also discussed and presented to the industry expert members. The information gathered was then used as input for the OF subsector.

The second meeting with a new FGD group was conducted after the data analysis result was obtained from field and online survey. The output from the surveys underwent verification from the experts in the FGD discussion. The following is the process of the FGD:
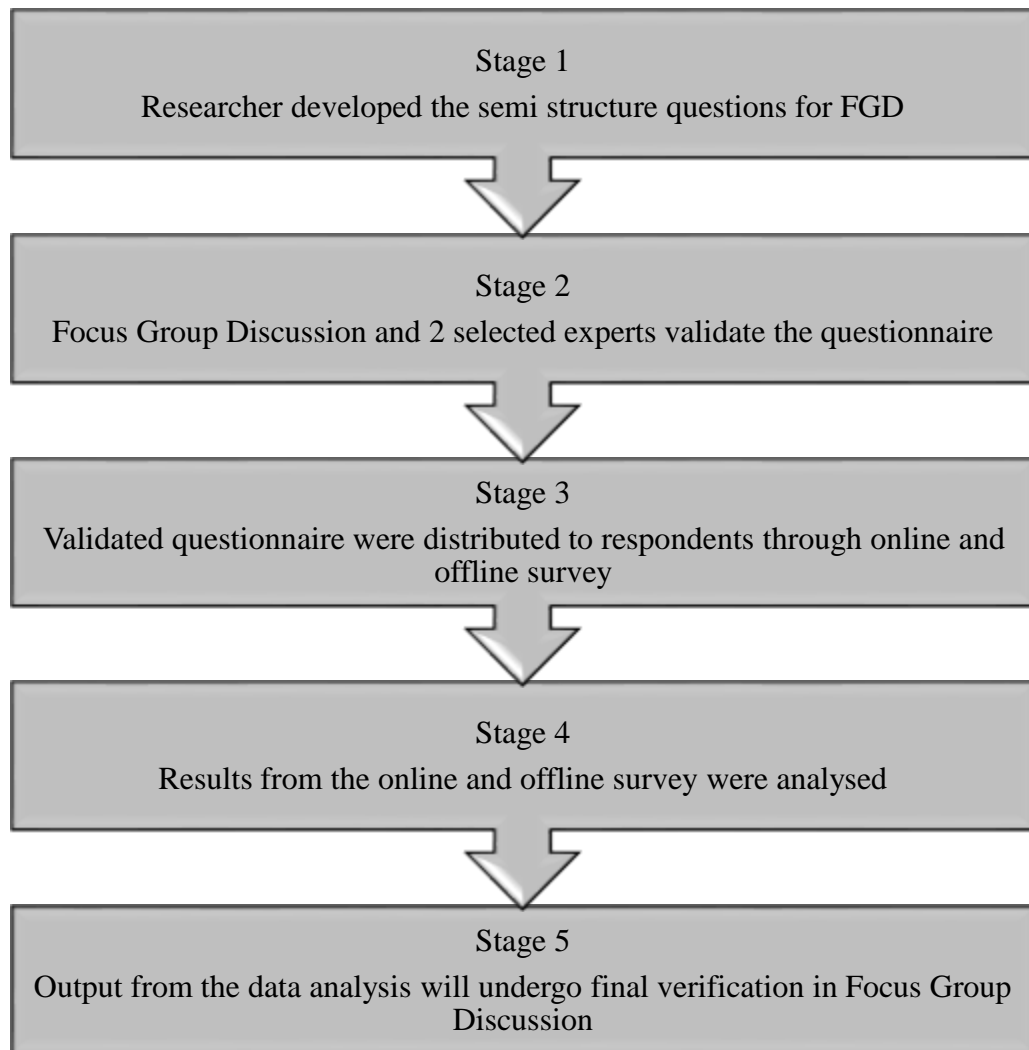
Figure 3.2: Flow Chart of the Focus Group Discussion

3.2.3 Survey

This study employed self-administrated and online surveys to examine four keys information, namely competencies in demand, jobs in demand, emerging skills and related issues. Google form was used for the survey. The survey was distributed to the related organisations based on organisational level. The survey form was divided into 4 sections as follows:

Section 1: Competencies in Demand

This section explores the competencies that are required by the industry. Another objective of this section to figure out the skills gap and how to overcome the gap.

Section 2: Jobs in Demand

This section is aimed at determining which category of workers are in short supply or over-supply. The category is based on MASCO, for example, skilled workers, semi-skilled workers and low-skilled workers.

Section 3: Emerging Skills

This section tries to determine the readiness of industry players and the workers at the advent of IR4.0. The technology drivers or pillars of IR4.0 are listed and the respondents must decide the relevancy of each element in their line of duty.

Section 4: Related Issues

This section explores the common issues surrounding the industry. The respondents were asked to choose the whether the issues are related to the industry.

   a) **Establishment and Sampling procedure**

   According to Roscoe (1975), sample size of 30 and less than 500 are appropriate for most research. Therefore, since the total population is 4,910 companies, the number of sample establishments is 70 and number of targeted respondents are 35. However, to minimize errors in sampling and to take care issues of non-response, the number of targeted respondents were doubled and a total of 70 questionnaires were distributed to selected companies or organisations. For respondent's response rate, based on Brauch, Y & Holtom, B.C (2008), the average level of response rate is 52.7 per cent. After data collected exercise was conducted, there are 36 totals of questionnaire collected. The targeted respondents were among the managerial levels in the related company and association in the industry or human resources director.

Based on sample size calculator software Raosoft, the sample size was calculated and the results was shown in Table 3.1. This research used 10% margin of error based on Weisberg & Bowen (1977) which stated 10% margin of error are acceptable for this kind of research.

Table 3.1: Number of Targeted Respondents According to MSIC 2008 Group

MSIC Section	H	Transportation and Storage	Number of Establishments	Number of Sample Establishments	Number of Targeted Respondents	Number of Actual Respondents
MSIC Division	**52**	Warehousing and support activities for transportation				
MSIC Group	**521**	Warehousing and storage	570	70	35	36
	522	Support activities for transportation	4,311			

b) Questionnaire Design

For this study, the questionnaires were designed from the first focus group discussion's feedback based on the four key important elements, which are competencies in demand, jobs in demand, emerging skills and related issues.

To increase the response rate and consistent responses, the questionnaire was designed based on close-ended questions on interval scale appropriate to the instrument. Content validity and face validity were employed. Content validity were performed in the pre-test stage by two experts from academic and industry sectors. They were expected to identify the content, grammar, phrasing of sentences and comprehend of the items used. After the pre-testing stage is completed, a pilot test was conducted to pre-test the instruments for this study. 10 respondents were chosen and none of the items required modification.

c) Measures and Instrumentation

For this study, the sections of questionnaire are divided into 4 sections which are section 1, section 2, section 3 and section 4. Section 1 discussed regarding competencies in demand and 4-interval scale to measure the intensity of job demands against the supply or labour. The 4-interval scale range are 4 – High in demand; 3 – Mid in demand; 2 – Low in demand; and 1 – Not in demand.

Section 2 discussed jobs in demand and will use the 4-interval scale mentioned earlier to measure the shortage of manpower in the Warehousing and support activities for transportation industry.

In Section 3, emerging skills were discussed. It contains close-ended questions using 4-interval scale mentioned earlier to measure the important prerequisites and skills for IR4.0 in the Warehousing and support activities for transportation industry.

For the last section which is Section 4, related issues regarding the industry was discussed using 4-interval scales ranging from strongly agree, agree, disagree and strongly disagree were used to measure key issues in the Warehousing and support activities for transportation industry.

d) Data Collection Strategy

Costing is an important consideration that influences the determination of sampling size for a primary survey. The population of the industry is large and this will require a significant financial budget if a nationally representative survey is the primary target. The consultation with related associations concluded that a nationally representative survey was not be feasible. Instead of aiming for a nationally representative sample, the survey aims to increase only participation rates from the industry.

Three strategies to increase the number of responds for the data collection were utilized as follows:

i) Targeted of associations' members. The secretariat of each association has agreed to distribute the questionnaire;

ii) Industry engagements/interviews/visits were scheduled over a period 2 months to seek their assistance to answer the survey and distribute to the members of the respective associations; and

iii) Assistance from related government agencies to provide institutional support when engaging the selected respondents.

To lessen the bias in the survey procedure as suggested by Armstrong and Overton (1977), extrapolation method was employed. Non-response bias (error) will occur when respondents vary in significant ways from the non-respondents in the research (Sekaran, 2013) which is common in self-administreted and via mail survey method (Armstrong & Overton, 1977; Groves, 2002). For this study, personal distribution of survey questionnaire was employed for the data collection. To overcome the non-response from respondents usually occur when respondents declined to answer or have language problems (Groves, 2002). Thus, to encourage good response rates from the respondents, a token of appreciation was given to respondents for each questionnaire completed.

e) **Data Analysis Procedure**

The following analyses were obtained from the survey:

i) Analysis of critical occupations identified by the industry;

ii) Analysis of future trend of the occupational demand by various skills category including TVET related occupations;

iii) Analysis of talent gaps between supply and demand according to NOSS and MQA standards; and

iv) Analysis of training provided by the industry to employees.

3.3 Conclusion

The selected research approach were document analysis, survey and questionnaire, and focus group discussion. Document analysis was chosen due to its efficient and effective way of gathering data. This is because the documents can easily be manageable and were practical resources. Documents can be obtained from a commonplace but maybe come in a variety of forms, but are easily accessible and reliable source of data. Besides, obtaining and analysing documents is often far more cost efficient and time efficient than conducting the research. Consequently, document analysis is a suitable method in this research because of its requirement for current statistics in related industries as well as to study the industry's growth. Another research approached is Focus group discussion to allow free and open discussion among the respondents, that generated new ideas that well useful in decision-making. It is also a fast way to gain the needed information regarding job titles in the related industries. This approach was the advantage of time saving and an effective way to gather information from many sources. Besides, survey and questionnaire were also deployed in this research where questionnaires may be taken due to anonymously of respondents. It is an effective way for gathering some sensitive information when is required. Consequently, the shorter and more concise is the questionnaire and the more specific is the group of respondents, the results were more effective.

CHAPTER 4: FINDINGS

4.1 Introduction

This chapter elaborates the findings from the research works on 2 digits MSIC 2008 Division 52. The findings revolve around the objectives set for the study namely; to produce Occupational Structure (OS) from data analysis, and focus group discussion; to determine job descriptions of each job title from the OS; and to investigate the competencies in demand in the sector.

4.2 Findings Analysis

This section provide the summarises of the data collected. It involves the interpretation of data gathered through the questionaires and response from the related industry. The questionaires data are eventually be correlated with the findings from the focus group discussion and document analysis to determine patterns, relationships or trends.

4.2.1 Discussion of Results

The findings of this research was obtained by document analysis and the focus group discussion with the industry representative during the development workshops, the OS and Occupational Description (OD) of the industry was produced. The discussions also identified the jobs and competencies in demand, and skills gaps that is needed by the industry. These analyses were discussed based on the main groups in Division 52 which is warehousing and support acivities for transportation.

Research instruments used were Focus Group Discussion (FGD), document analysis and survey. The initial information was gathered by using document analysis and used as the basis for the focus group discussion workshop. Then, the survey was distributed to gain more information related to the discussion and also to validate the data obtained from FGD and document analysis.

During the focus group discussion workshops, the information on warehousing and support activities for transportation was analysed and grouped into two group based on 3 digits MSIC 2008 Group which are:

a) Group 521 – Warehousing and storage.

b) Group 522 – Support activities for transportation.

Even though the survey distributed did not cover all 4,910 company in warehousing and support activities for transportation industry, it included companies of all sizes from all states in Malaysia. Thus, the results of the survey from 36 respondent do represent most of the issues regarding warehousing and support activities for transportation industry in Malaysia.

4.2.2 Jobs in Demand

Job in demand by industry definition are the job that required more worker in certain area, however the supply of the workforce for the industry are low. Jobs in demand are important to determine what job titles are demanded by the industry. This section discussed about the result that obtained from two methods finding which are Focus Group Discussion (FGD) and Surveys.

The findings from FGD as described in Table 4.1 has identified the job titles such as Operator, Clerk, Passenger Relation Personnel, Ground Crew, Technician, Supervisor, System Support Assistant, Customer Service Officer, Programmer, Executive, Warehouse Manager, and Assistant Manager are the job that in demand for warehousing and support activities for transportation. The job title was divided into 3 categories which are low skilled, semi-skilled and skilled worker.

Table 4.1: Jobs in Demand for Warehousing and Support Activities for Transportation

NO.	JOB TITLES (CATEGORYOF WORKER)	FACTOR(S) CONTRIBUTING TO THE DEMAND	SPECIFIC REQUIREMENTS AND SKILLS
1.	a) Operator. b) Clerk. c) Passenger Relation Personnel. d) Ground Crew. (Low skilled worker)	a) Work pressure. b) Lack of social skills. c) High turn over. d) Lack of communication skills. e) Job loyalty.	a) Able to adapt with work pressure. b) Communication skills. c) Able to handle variety of passenger. d) Team player. e) Grooming skills. f) High integrity and credibility.
2.	a) Technician. b) Supervisor. c) System Support Assistant. d) Customer Service Officer. (Semi-skilled worker)	a) High salary expectation. b) Limited requirement for personnel in the industry. c) Rapid technology changes. d) Gender preferences. e) Working environment. f) Lack of qualified worker.	a) Qualification which is relevant to the job function. b) ICT knowledge which is required to perform the job function. c) ICT skills which is required to execute the task.

NO.	JOB TITLES (CATEGORYOF WORKER)	FACTOR(S) CONTRIBUTING TO THE DEMAND	SPECIFIC REQUIREMENTS AND SKILLS
3.	a) Programmer. b) Executive. c) Warehouse Manager. d) Assistant Manager. (Skilled Worker)	a) High salary expectation. b) Rapid technology changes. c) Limited supply. d) Project based employment. e) Lack of qualified worker.	a) Programming skills. b) Administrative skills. c) Analytical skills. d) Committed and dedicated. e) Operation and management skills. f) Warehouse Management skills. g) Good governance skill. h) Knowledge on current or latest technology. i) Communication skills. j) Interpersonal skills. k) Articulation skills.

The data obtained from the survey of 36 respondents from all around Malaysia indicate of very high demand of skilled worker for warehousing and support activities for transportation. Both FGD and surveys result can be concluded that semi-skilled and skilled worker are needed to take their part in the industry. Figure 4.1 to Figures 4.4 show the result of job in demand for warehousing and support activities for transportation.

Figure 4.1 shows jobs in demand for warehousing and storage, based on the data survey obtained from 36 respondents. 23 respondents agree that skilled worker are high in demand, 22 respondents agree that semi-skilled worker are mid in demand, while 21 respondent agreed that low skilled worker are low in demand. From these, it can be concluded that for the warehousing and storage the most job in demand are for skilled worker followed by semi-skilled worker.
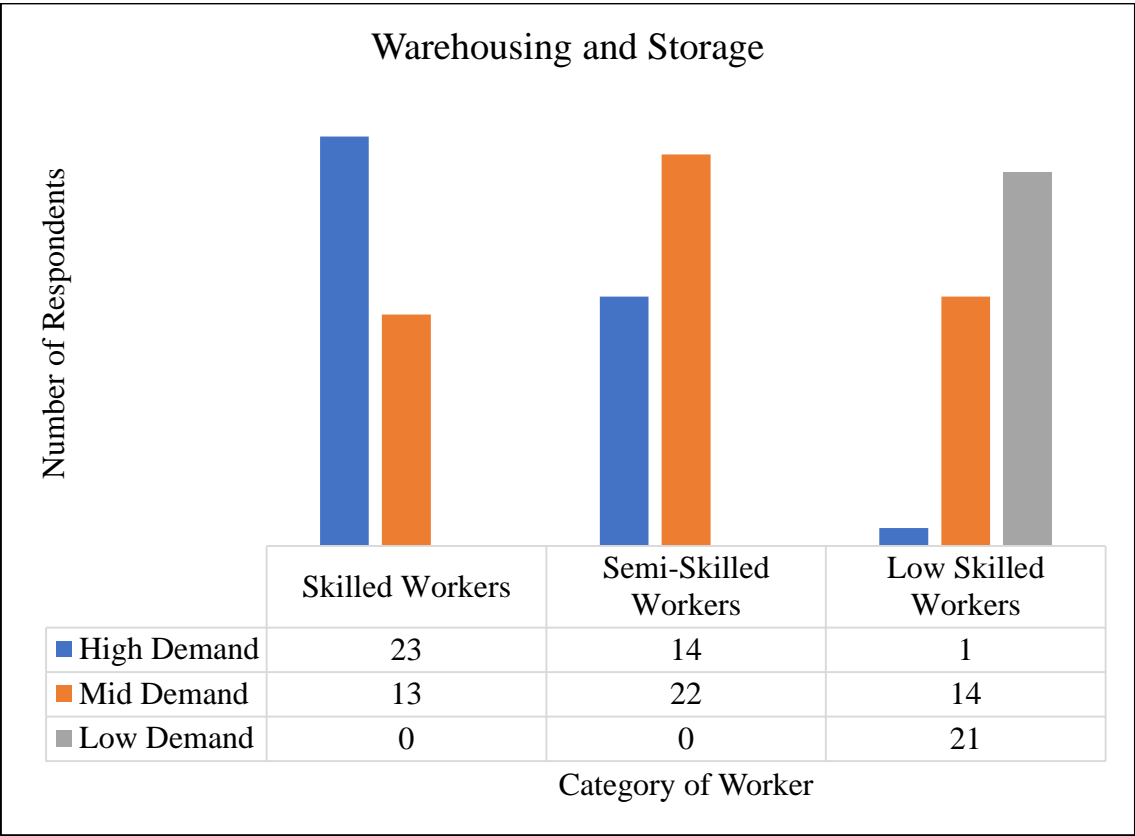
Figure 4.1: Job in Demand for Warehousing and Storage

Figure 4.2 shows jobs in demand for support activities for land transportation, based on the data survey obtained from 36 respondents. 26 respondents agree that skilled worker are high in demand, 20 respondents agree that semi-skilled worker are mid in demand, while 19 respondent agreed that low skilled worker are low in demand. From these, it can be concluded that for the support activities for land transportation the most job in demand are for skilled worker followed by semi-skilled worker.

Support Activities for Land Transportation

	Skilled worker	Semi-Skilled Worker	Low Skilled Worker
■ High Demand	26	16	1
■ Mid Demand	10	20	16
■ Low Demand	0	0	19

Category of Workers
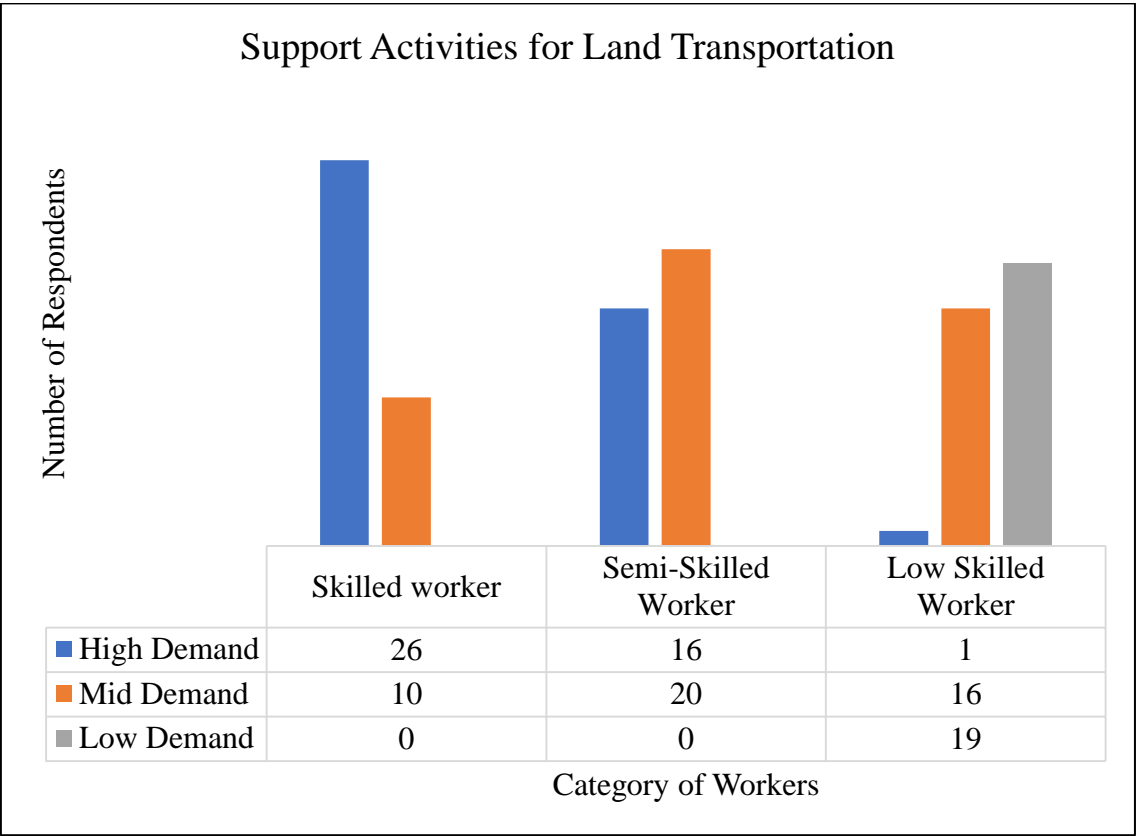
Figure 4.2: Job in Demand for Support Activities for Land Transportation

Figure 4.3 shows jobs in demand for support activities for water transportation, based on the data survey obtained from 36 respondents. 24 respondents agree that skilled worker are high in demand, 20 respondents agree that semi-skilled worker are mid in demand, while 18 respondent agreed that low skilled worker are low in demand. From these, it can be concluded that for the support activities for water transportation the most job in demand are for skilled worker followed by semi-skilled worker.

	Skilled worker	Semi-Skilled Worker	Low Skilled Worker
■ High Demand	24	12	3
■ Mid Demand	12	20	15
■ Low Demand	0	4	18

Category of Workers
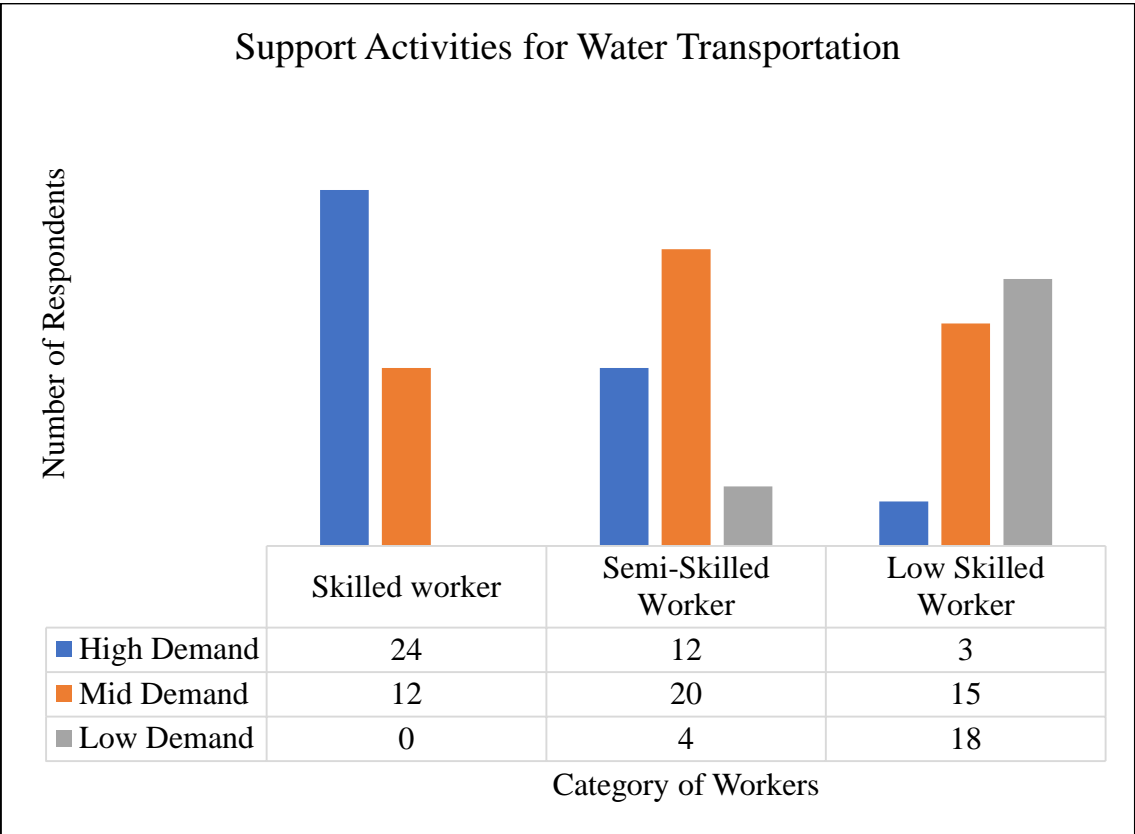
Figure 4.3: Job in Demand for Support Activities for Water Transportation

Figure 4.4 shows jobs in demand for support activities for air transportation, based on the data survey obtained from 36 respondents. 23 respondents agree that skilled worker are high in demand, 23 respondents agree that semi-skilled worker are mid in demand, while 21 respondent agreed that low skilled worker are low in demand. From these, it can be concluded that for the support activities for air transportation the most job in demand are for skilled worker followed by semi-skilled worker.

Support Activities for Air Transportation			
	Skilled Workers	Semi-Skilled Workers	Low Skilled Workers
High Demand	23	10	0
Mid Demand	11	23	15
Low Demand	2	3	21
Category of Workers			
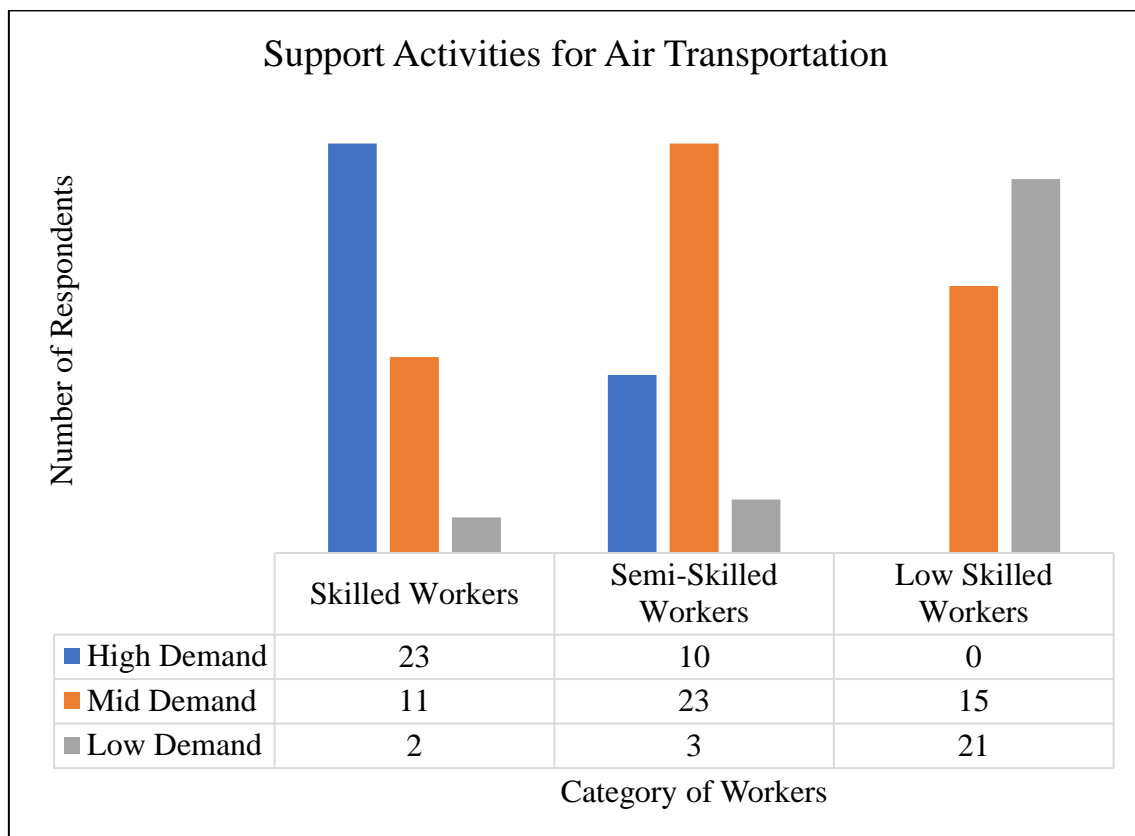
Figure 4.4: Job in Demand for Support Activities for Air Transportation

Based on the questionaires and FGD, it can be conclude that the skilled worker are the most high in demand in warehousing and support activities for transportation, followed by the semi-skilled worker with mid in demand. While the low skilled worker for this industry are low in demand.

The OS produced for warehousing and support activities for transportation mapped with e-MASCO and Critical Occuational List (COL) are shown in Annex 4. Based on the total number of 97 critical job title identified from the FGD, there are 65 critical job titles that are related to E-Masco and 14 available critical job titles in COL.

4.2.3 Competencies in Demand

The competency are ability to do something successfully or efficiently in a particular job. In this industry, the competency in demand are not limited at the graduates or trainee, but it is include the current workers which are known as the skills gap. In order to gain these skills, its need to have either the right training or the right experience, or sometimes both. For competencies in demand, the result from the FGD are shown in Table 4.2. From the FGD, the list of competencies such as warehouse management skills, communication skills, social skills, monitoring skills, knowledge in regulatory and Act and knowledge in ICT and latest technology are considered as the crucial in the industry.

Table 4.2: Competencies in Demand for Warehousing and Support Activities for Transportation

COMPETENCIES IN DEMAND	FACTOR(S) CONTRIBUTING TO THE DEMAND	SPECIFIC REQUIREMENTS AND SKILLS
a) Warehouse management skills. b) Communication skills. c) Social skills d) Monitoring skills. e) Knowledge in regulatory and Act. f) Knowledge in ICT and latest technology.	a) No structured system to transfer skill to new successor. b) Lack of hands on experience on process. c) No established written procedure on handling product or latest technology for reference.	a) Training on related or similar areas. b) Review of training syllabus at training centre/ provider. c) Joint venture with industry player to provide facilities and exposure.

The result of the survey for the competencies in demand are provided in the Figure 4.5 below and the description of it Table 4.3. Based on Figure 4.5, the result of the questionaires shows majority of the respondent agree that the Regulatory knowledge are the highest demand of competency followed by Strong technical knowledge, Training and coaching, Communication skills, Diagnostic skills and Troubleshooting & Problem-solving skills.
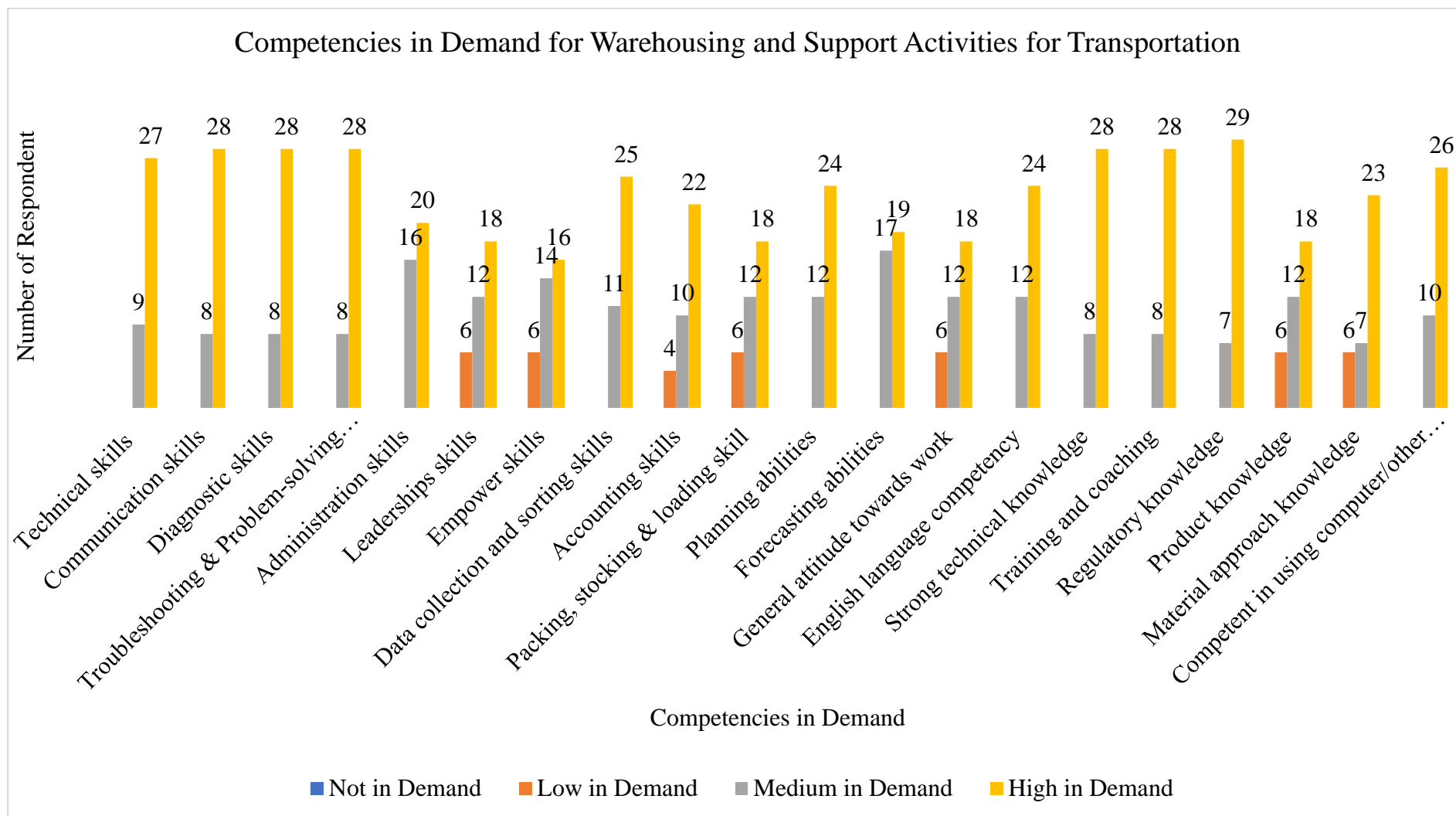
Figure 4.5: Competencies in Demand for Warehousing and Support Activities for Transportation

Table 4.3: Table Reference for Competency skills

COMPETENCY SKILL	DESCRIPTION
Technical skills	The abilities and knowledge needed to perform specific tasks.
Communication skills	The ability to convey or share ideas and feelings effectively.
Diagnostic skills	The knowledge and ability of understanding the processes involved and scientifically analyzing problems and opportunities, all other skills deal with people in one form or the other.
Troubleshooting & Problem-solving skills	The ability to solve problems in an effective and timely manner without any impediments. It involves being able to identify and define the problem, generating alternative solutions, evaluating and selecting the best alternative, and implementing the selected solution.
Administration skills	The qualities that help you complete tasks related to managing a business. This might involve responsibilities such as filing paperwork, meeting with internal and external stakeholders, presenting important information, developing processes, answering employee questions and more.
Leaderships skills	The strengths and abilities individuals demonstrate that help the oversee processes, guide initiatives and steer their employees toward the achievement of goals.
Empower skills	The management practice of sharing information, rewards, and power with employees so that they can take initiative and make decisions to solve problems and improve service and performance.
Data collection and sorting skills	The skills that an individual requires to effectively collect and curate data for research purposes.

COMPETENCY SKILL	DESCRIPTION
Accounting skills	The ability to organize and synthesize information. The skill involves math, logic and analysis, since a lot in accounting is about classification and reporting.
Packing, stocking & loading skill	The skills of placing, arranging, sorting and removing the goods from truck or cargo. The loading and unLoad the goods is often required when the goods are received of delivered to the customer.
Planning abilities	The ability to think about the future or mentally anticipate the right way to carry-out a task or reach a specific goal.
Forecasting abilities	The abilities of making predictions of the future based on past and present data and most commonly by analysis of trends.
General attitude towards work	Set of evaluations of job that constitute feelings toward, beliefs about, and attachment to job.
English language competency	The defined level of skill in reading, writing, speaking and listening in English.
Strong technical knowledge	The understanding of modern technology, its working and advances.
Training and coaching	The process that aims to improve performance and focuses on the 'here and now' rather than on the distant past or future.
Regulatory knowledge	The knowledge of regulation and act related to warehousing and support activities for transportation.
Product knowledge	The knowledge of type of product/ freight received or delivered.
Material approach knowledge	The knowledge of material used in manufacturing the product.
Competent in using computer/ other mechanical devices	The ability to handle/ use/ operate the device to perform work.

4.2.4 Emerging Skills

The emerging skills are the skills that relevant to the industrial revolution 4.0 (IR4.0) and the new skills that have future potential to increase the productivity . This section are discussing the job area that are implementing the 11 pillar of IR4.0. Table 4.4 shows the emerging skill highlighted in warehousing and support activities for transportation industry.

Table 4.4: Emerging Skills from 11 Pillars of IR4.0 for Warehousing and Support Activities for Transportation Industry

EMERGING SKILLS	JOB TITLES RELATED TO IR 4.0	REASON OF REQUIRED EMERGING SKILLS
a) Additive Manufacturing; b) Autonomous Robots; c) Artificial Intelligence; d) Big Data Analytics; e) Cloud; f) Cybersecurity; g) Horizontal & Vertical Integration; h) Internet of Things; i) New Business Model; j) Simulation & Augmented Reality; and k) Supply Chain.	The list of job titles related to IR4.0 can be refer at Annex 5.	a) Increase productivity, reduce cost and improve efficiency. b) Minimize human error. c) Fast decision making. d) Increase process effectiveness.

Figure 4.6 show the result from the questionaires, the respondents agree that Autonomous Robot, Internet of Things and Supply Chain are the three major IR 4.0 pillar that related to the warehousing and support activities for transportation.
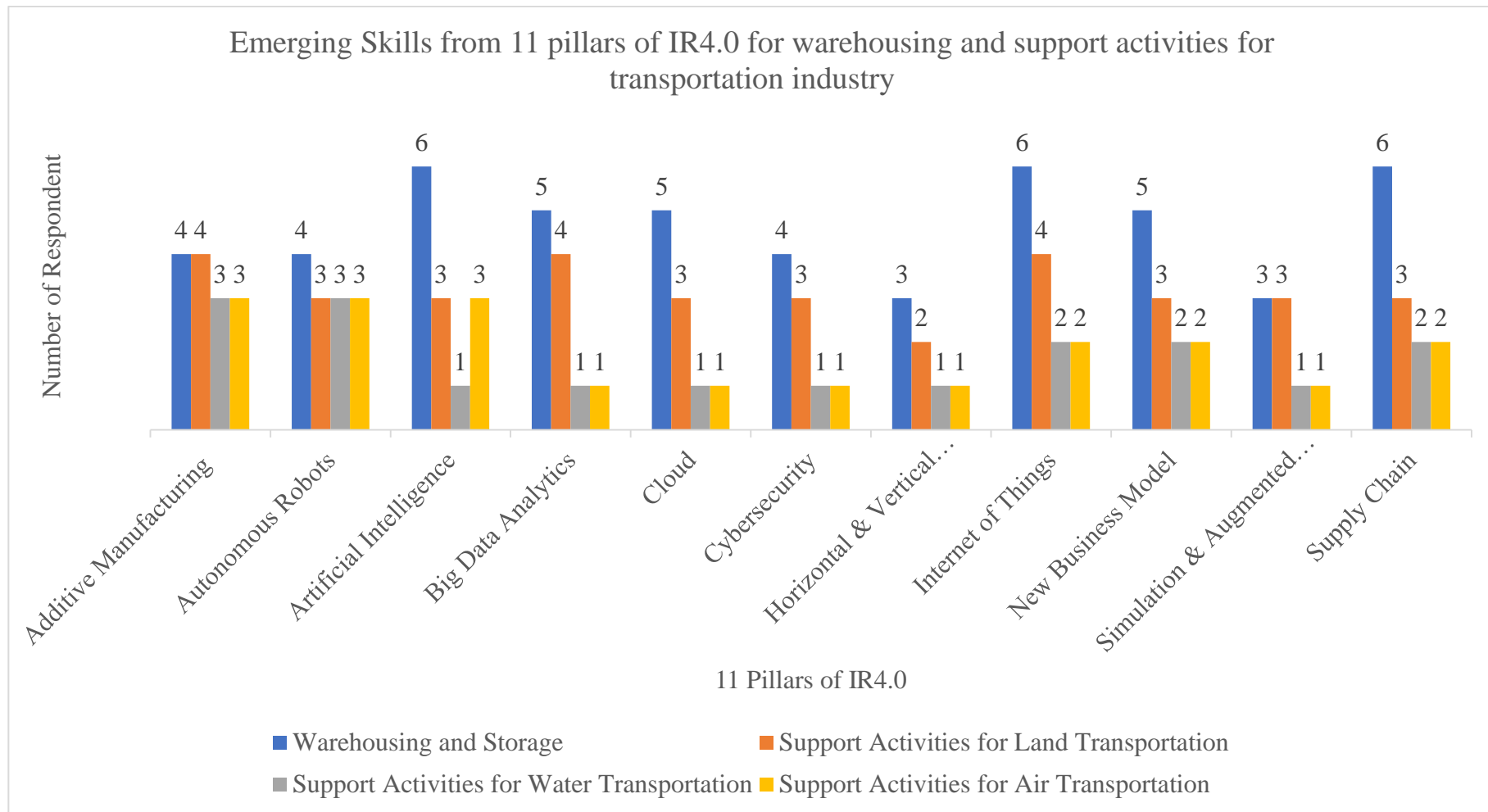
Figure 4.6: Emerging Skills from 11 Pillars of IR4.0 for Warehousing and Support Activities for Transportation industry

4.2.5 Related Issue of warehousing and support activities for transportation industry

The related issue are the issues that arise for the warehousing and support activities for transportation industry. This issues were identified during FGD and listed in Table 4.5.

Table 4.5: Related Issues of Warehousing and Support Activities for Transportation Industry

NO.	KEY ISSUES	DISCUSSIONS	SUGGESTIONS
1.	Insufficient manpower.	• Demanding work condition. • 3D (Dirty, Dangerous, Difficult). • Unattractive wages and fringe benefits.	• Minimum wage policy. • Review wages scheme on productivity based.
2.	Low skilled and low performance workforce.	• Lack of training facilities and talent management from the employees.	• Government incentives and intervention.
3.	High dependency on foreign labour.	• 3D (Dirty, Dangerous, Difficult). • Reliable and favourable for higher productivity than local workers.	• Both government and private sector should give concerted and continuous effort in controlling the intake of foreign labours and attract more locals.
4.	Underpayment of wages lead to high turn over.	• Salary wages does not match with productivity and job requirements.	• Profit sharing – changing the mindset of the managerial to create harmonise salary scheme.
5.	Financial Constrain.	• Funding difficulties.	

NO.	KEY ISSUES	DISCUSSIONS	SUGGESTIONS
		• Many requirements on loan application. • Competition on warehouse operator. • Lack of capital extension.	• More flexible funding and loan requirement. • Outsource and strategic partnership.
6.	Technological change.	• Slow technological innovation and adoption. • Lack of capital investment.	• Financial facilities by public fund with incentives. • Outsource and strategic partnership.
7.	Lack of youth involvement infrastructure support.	• Negative perception and lack of advance technology. • Incomplete supply chain.	• Enhancement of awareness and promotional activity. • Integration of skill training and learning. • Government policies and intervention with involvement of the industry players.
8.	Poor facilities and amenities for workers.	• High workers turnover and labour shortages.	• Upgrade facilities and amenities for workers.

Based on the survey distributed to the industry, the results were as shown in Figure 4.7. From the survey, the industries agreed that low performance workforce and insufficient manpower are the major issues related to warehousing and support activities for transportation.
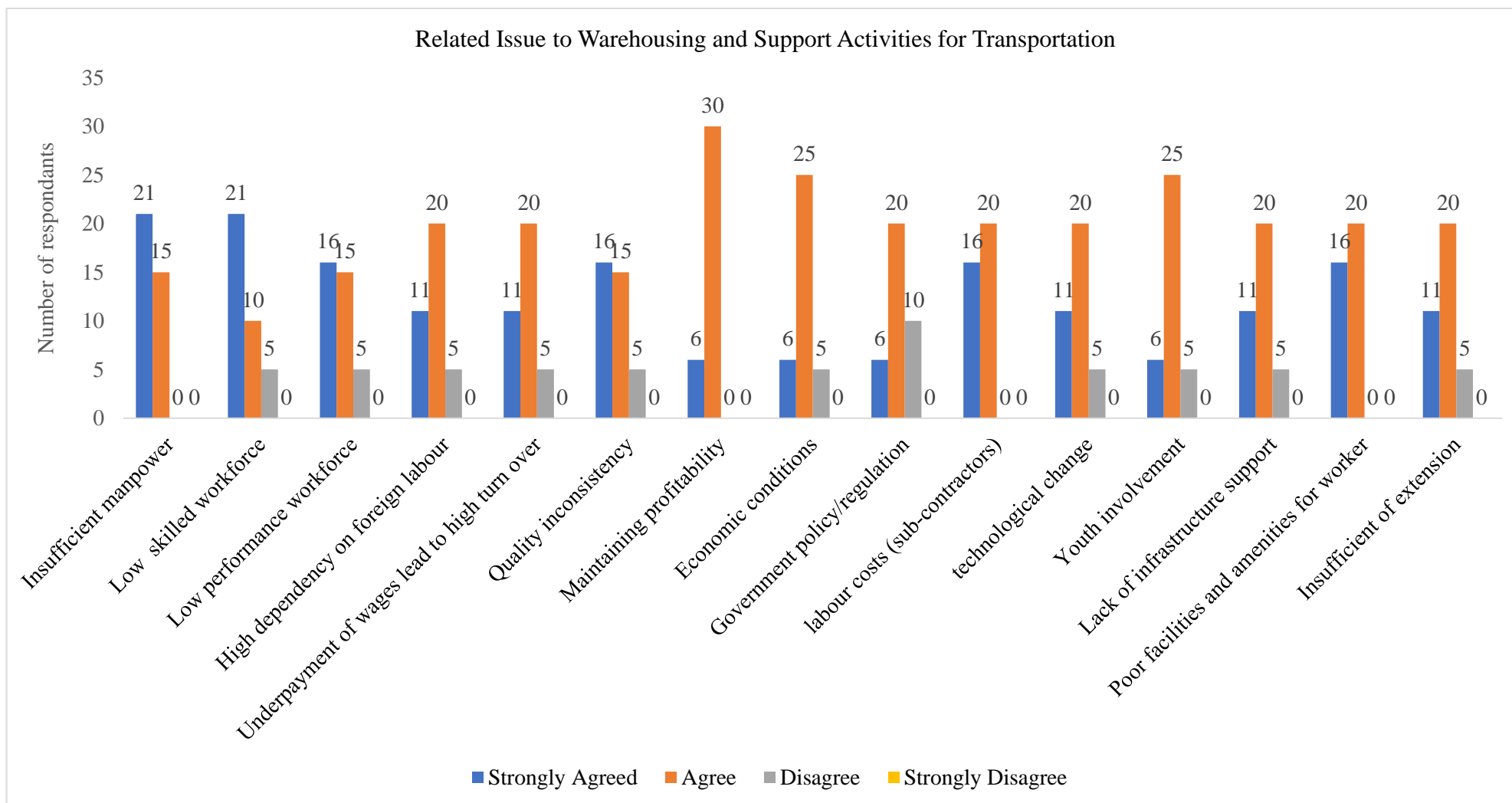
Figure 4.7: Related Issue to Warehousing and Support Activities for Transportation

4.3   Comparative Study Analysis

a) Germany

Germany located at Europe's center, Germany is the continent's largest economy and most important logistics hub, offering world-class infrastructure and cutting-edge logistics services. Serving over 82 million Germans, 150 million consumers in its 9 neighboring countries, and nearly 500 million EU residents, Germany is a direct link to western and eastern European markets[52].

More than that, for warehousing and support activities for transportation industry or known as logistics industry in Germany, Germany recorded annual revenues of over USD 290.38 billion in 2018. Germany also known as Europe's No.1 economy and 4th largest worldwide, annually generating USD 3.35 trillion worth of goods and services[53].

Other than that, for employment statistic in the industry, Germany is known as a global leader in logistics innovation, technology and services with over 3 million industry employees in 60,000 companies. For comparison on existing occupational framework regarding this industry between Malaysia and Germany, it cannot be performed due to lack of needed information for occupational framework for warehousing and support activities for transportation in Germany.

---

[52] Germany Trade and Invest. 2018. Logistic Industry. (2019, September 10). Retrieved from https://www.gtai.de/GTAI/Navigation/EN/Invest/Industries/logistics.html#248020
[53] Germany Trade and Invest. 2018. Economic Overview Germany. Page 6

b) Singapore

Singapore's external transport connectivity mainly depends on seaports, airports and road connectivity between Singapore and its direct hinterland, Malaysia. From being a mere gateway to Malaysia, Singapore has transformed into an international shipping hub. Annual seaport cargo throughput increased from 130 million tonnes in 1987, when Singapore was known as a Southeast Asia shipping hub, to 626 million tonnes in 2017; while annual seaport container throughput grew to reach 33.67 million TEU in 2017[54].

The Port of Singapore is among the busiest transhipment ports in the world, and recognised as the Best Seaport in Asia by the Asian Freight, Logistics and Supply Chain (AFLAS) Awards. With connections to 600 ports and access to daily sailings to most major ports in the world, logistics companies in Singapore enjoy the flexibility of choosing the best and quickest way to get their goods delivered to customers[55].

More than that, the logistics sector in Singapore has been a key contributor to the growth of Singapore. Other Transportation and Storage Services recorded 71,800 employment in 2018[56]. On one hand, the development of the logistics industry is reliant on the economic performance and demands of other industries. On the other hand, goods and services producing industries rely on the quality and efficiency of the logistics industry to enhance their competitiveness. For comparison of occupational framework for warehousing and support activities for transportation between Malaysia and Singapore, the comparison can be done based on information on skill framework for Singapore's logistics.

---

[54] Surbana Jurong. 2018. Singapore's Logistics Industry Development Experience (2019, September 10). Retrieved from https://surbanajurong.com/perspective/singapore-logistics-industry-development-experience/

[55] Singapore information Services. 2018. The Logistics Industry in Singapore – The Past, Present, and Future (2019, September 10). Retrieved from https://www.insis.com/en/articles/se/the-logistics-industry-in-singapore-the-past-present-and-future

[56]Ministry of Manpower Singapore. 2018. Table: Employment 2018. (2019, September 10). Retrieved from https://stats.mom.gov.sg/Pages/Employment-Tables2018.aspx

4.4   Occupational Structure (OS)

Occupational Structure (OS) is defined as the job classification, whereby similar or related occupations are group together according to specific criteria such as skills, functions, and employment based on MSIC 2008 group. The OS for information service activities comprise of job area from 2 MSIC 2008 group, which are Group 521: Warehousing and storage and Group 522: Support activities for transportation.

Based on the findings from the focus group discussion, there are there are 509 job titles identified for warehousing and support activities for transportation. The critical job titles are 97 and the job title idenitied are relavent to IR4.0 are 138.

Table 4.6: Group 521 Occupational Structure (1 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	Bonded Warehouse (Inbound – MHE)	Bonded Warehouse (Inbound – Data Entry)	Bonded Warehouse (Storage – MHE)	Bonded Warehouse (Storage – Data Entry)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Regional Manager	Regional Manager
LEVEL 6	Senior Manager	Senior Manager	Senior Manager	Senior Manager
LEVEL 5	Warehouse Manager	Warehouse Manager	Warehouse Manager	Warehouse Manager
LEVEL 4	Warehouse Executive	Warehouse Executive	Warehouse Executive	Warehouse Executive
LEVEL 3	Warehouse Supervisor*	Warehouse Supervisor*	Warehouse Supervisor*	Warehouse Supervisor*
LEVEL 2	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk
LEVEL 1	Warehouse Handler	Warehouse Handler	Warehouse Handler	Warehouse Handler

Note: *Critical Job Titles

***Critical Job Titles & Jobs relevant to IR 4.0

Table 4.7: Group 521 Occupational Structure (2 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	Bonded Warehouse (Outbound – MHE)	Bonded Warehouse (Outbound – Data Entry)	Bonded Warehouse (Support ICT)	Bonded Warehouse (Support M&E)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Not Available	Not Available
LEVEL 6	Senior Manager	Senior Manager	System Technologist**	Not Available
LEVEL 5	Warehouse Manager	Warehouse Manager	System Manager***	M&E Manager
LEVEL 4	Warehouse Executive	Warehouse Executive	System Executive***	M&E Executive
LEVEL 3	Warehouse Supervisor*	Warehouse Supervisor*	System Coordinator***	M&E Coordinator*
LEVEL 2	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	No Level	No Level
LEVEL 1	Warehouse Handler	Warehouse Handler	No Level	No Level

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

*** Critical Job Titles & Jobs relevant to IR 4.0

Table 4.8: Group 521 Occupational Structure (3 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	Non-bonded Warehouse (Inbound – MHE)	Non-bonded Warehouse (Inbound – Data Enty)	Non-bonded Warehouse (Storage – MHE)	Non-bonded Warehouse (Storage – Data Entry)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Regional Manager	Regional Manager
LEVEL 6	Senior Manager	Senior Manager	Senior Manager	Senior Manager
LEVEL 5	Warehouse Manager	Warehouse Manager	Warehouse Manager	Warehouse Manager
LEVEL 4	Warehouse Executive	Warehouse Executive	Warehouse Executive	Warehouse Executive
LEVEL 3	Warehouse Supervisor*	Warehouse Supervisor*	Warehouse Supervisor*	Warehouse Supervisor*
LEVEL 2	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk
LEVEL 1	Warehouse Handler	Warehouse Handler	Warehouse Handler	Warehouse Handler

Note: *Critical Job Titles

*** Critical Job Titles & Jobs relevant to IR 4.0

Table 4.9: Group 521 Occupational Structure (4 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	Non-bonded Warehouse (Outbound – MHE)	Non-bonded Warehouse (Outbound – Data Enty)	Non-bonded Warehouse (Support ICT)	Non-bonded Warehouse (Support M&E)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Not Available	Not Available
LEVEL 6	Senior Manager	Senior Manager	System Technologist**	Not Available
LEVEL 5	Warehouse Manager	Warehouse Manager	System Manager***	M&E Manager
LEVEL 4	Warehouse Executive	Warehouse Executive	System Executive***	M&E Executive
LEVEL 3	Warehouse Supervisor*	Warehouse Supervisor*	System Coordinator***	M&E Coordinator*
LEVEL 2	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	No Level	No Level
LEVEL 1	Warehouse Handler	Warehouse Handler	No Level	No Level

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

*** Critical Job Titles & Jobs relevant to IR 4.0

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(521) WAREHOUSING AND STORAGE				
AREA	License Manufacturing Warehouse (Inbound – MHE)	License Manufacturing Warehouse (Inbound – Data Enty)	License Manufacturing Warehouse (Storage – MHE)	License Manufacturing Warehouse (Storage – Data Enty)	License Manufacturing Warehouse (Outbound – MHE)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Regional Manager	Regional Manager	Regional Manager
LEVEL 6	Senior Manager	Senior Manager	Senior Manager	Senior Manager	Senior Manager
LEVEL 5	Warehouse Manager	Warehouse Manager	Warehouse Manager	Warehouse Manager	Warehouse Manager
LEVEL 4	Warehouse Executive	Warehouse Executive	Warehouse Executive	Warehouse Executive	Warehouse Executive
LEVEL 3	Warehouse Supervisor*	Warehouse Supervisor*	Warehouse Supervisor*	Warehouse Supervisor*	Warehouse Supervisor*
LEVEL 2	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	Material Handling Equipment Handler***
LEVEL 1	Warehouse Handler	Warehouse Handler	Warehouse Handler	Warehouse Handler	Warehouse Handler

Note: *Critical Job Titles

*** Critical Job Titles & Jobs relevant to IR 4.0

Table 4.11: Group 521 Occupational Structure (6 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	License Manufacturing Warehouse (Outbound – Data Enty)	License Manufacturing Warehouse (Operation)	License Manufacturing Warehouse (Quality Control)	License Manufacturing Warehouse (M&E Engineer)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Not Available	Not Available	Not Available
LEVEL 6	Senior Manager	Not Available	Not Available	Not Available
LEVEL 5	Warehouse Manager	Production Manager**	Not Available	Not Available
LEVEL 4	Warehouse Executive	Production Engineer**	Quality Control Executive**	M&E Engineer
LEVEL 3	Warehouse Supervisor*	Production Supervisor**	Quality Control Supervisor**	M&E Senior Technician
LEVEL 2	Inventory/ Data Entry Clerk	Production Line Leader**	Quality Control Inspector**	M&E Technician
LEVEL 1	Warehouse Handler	Warehouse Handler	No Level	No Level

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

Table 4.12: Group 521 Occupational Structure (7 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE					
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION					
GROUP	(521) WAREHOUSING AND STORAGE					
AREA	Grain Silos (Operation)	Grain Silos (Administration)	Grain Silos (Quality Control)	Grain Silos (Hygiene Control)	Grain Silos (Maintenance)	Grain Silos (Safety & Health)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Operation Manager	Admin Manager	Quality Manager**	Hygiene Control Manager**	Not Available	Not Available
LEVEL 4	Operation Executive	Admin Executive	Laboratory Executive***	Hygiene Control Executive**	M&E Executive**	Safety Officer
LEVEL 3	Operation Supervisor	Senior Clerk	Quality Supervisor**	Pest Control Supervisor*	M&E Technician**	Assistant Safety Officer
LEVEL 2	Store Keeper**	Admin Clerk	Quality Control Inspector**	Hygiene Handler	M&E Assistant Technician	No Level
LEVEL 1	General Worker	Admin General Worker	No Level	Hygiene General Worker	No Level	No Level

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

*** Critical Job Titles & Jobs relevant to IR 4.0

Division　：　52 – Warehousing and Support Activities for Transportation

Group　：　522 – Support Activities for Transportation

Table 4.13: Group 522 Occupational Structure (1 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE					
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION					
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION					
AREA	**Operation of Land Terminal Facilities (Risk Management)**	**Operation of Land Terminal Facilities (Quality, Safety & Health)**	**Operation of Land Terminal Facilities (Customer Service)**	**Operation of Land Terminal Facilities (Operation)**	**Operation of Land Terminal Facilities (Maintenance)**	**Operation of Land Terminal Facilities (Auxiliary Police Unit)**
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Facilities Manager	Facilities Manager	Facilities Manager	Facilities Manager	Facilities Manager	Facilities Manager
LEVEL 5	Assistant Manager*	Assistant Manager	Assistant Manager	Assistant Manager	Chargeman*	Deputy Superintendent of Police
LEVEL 4	No Level	Quality Control Executive*	Customer Service Executive (CSE)	Operation Executive*	Executive	Sergeant Major/ Sergeant
LEVEL 3	No Level	No Level	Supervisor	Operation Assistant	Technician*	Corporal
LEVEL 2	No Level	No Level	Customer Service Officer*	No Level	Clerk	Constable/Trainee Constable*
LEVEL 1	No Level	No Level	No Level	No Level	No Level	No Level

Note: *Critical Job Titles

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)	Operation of Land Parking Facilities (Terminal Management Centre)	Operation of Land Parking Facilities (Ground Crew Management)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Head of Department	Head of Department	Head of Department	Head of Department	Head of Department
LEVEL 5	Assistant Manager*	Assistant Manager	Assistant Manager	Assistant Manager	Assistant Manager
LEVEL 4	Executive	Programmer***	Executive***	Terminal Operation System Executive	Executive
LEVEL 3	Shift Leader*	System Support Technician***	System Support Technician***	Terminal Operation System Supervisor*	Supervisor
LEVEL 2	Passenger Relation Personnel*	ICT Assistant	ICT Assistant	Terminal Operation System Operator*	Ground Crew*
LEVEL 1	No Level	No Level	No Level	No Level	No Level

Note: *Critical Job Titles

*** Critical Job Titles & Jobs relevant to IR 4.0

Table 4.15: Group 522 Occupational Structure (3 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Other Operation (Parking)	Other Operation (Retail Management – Credit Control)	Other Operation (Retail Management – Leasing)	Other Operation (Retail Management – Advertising)	Other Operation (F&B Management)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Head of Department	Head of Department	Head of Department	Head of Department	Head of Department
LEVEL 5	Assistant Manager	Assistant Manager	Assistant Manager	Assistant Manager	Assistant Manager
LEVEL 4	Executive	Credit Control Executive	Leasing Executive*	Advertising Executive*	Executive
LEVEL 3	Supervisor	No Level	No Level	No Level	Supervisor
LEVEL 2	Parking Assistant*	No Level	No Level	No Level	Cashier*
LEVEL 1	No Level	No Level	No Level	No Level	No Level

Note: *Critical Job Titles

SECTION	(H) TRANSPORTATION AND STORAGE		
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION		
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION		
AREA	Support Activities for Land Transportation (Towing and Road Site Assistance Operation)	Support Activities for Land Transportation (Haulage Management Operation)	Support Activities for Land Transportation (Escort Operation)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	Transport Manager	Not Available	Escort Manager
LEVEL 4	Transport Executive***	Haulage Management Executive***	Escort Executive
LEVEL 3	Transport Coordinator***	Haulage Management Coordinator***	Escort Coordinator
LEVEL 2	Tow Truck Driver	No Level	No Level
LEVEL 1	No Level	No Level	No Level

Note: *** Critical Job Titles & Jobs relevant to IR 4.0

Table 4.17: Group 522 Occupational Structure (5 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)	Support Activities for Water Transportation (Pilotage)	Support Activities for Water Transportation (Towage)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Manager**	Manager**	Manager**	Pilot Superintendent**	Not Available
LEVEL 4	Executive**	Documentation Executive	Controller**	Pilot**	Tug Master***
LEVEL 3	Boarding Officer**	Customer Service	Assistant Controller**	No Level	Tug Officer/ Engineer**
LEVEL 2	Clerk	Clerk	No Level	No Level	Able Bodies Seaman*
LEVEL 1	Dispatch	Dispatch	No Level	No Level	No Level

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

*** Critical Job Titles & Jobs relevant to IR 4.0

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Support Activities for Water Transportation (Mooring – Ship)	Support Activities for Water Transportation (Mooring – Port)	Support Activities for Water Transportation (Storage)	Support Activities for Water Transportation (Consolidation & Distribution(C&D))	Support Activities for Water Transportation (Packaging)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Not Available	Not Available	Warehousing Manager**	Warehousing Manager**	Warehousing Manager**
LEVEL 4	Not Available	Not Available	Warehousing Executive**	Warehousing Executive**	Warehousing Executive**
LEVEL 3	Mooring Supervisor	Mooring Supervisor	Storage Supervisor**	C&D Supervisor**	Packaging Supervisor**
LEVEL 2	Boat Crew*	Mooring Gang*	Storage Assistant	C&D Assistant*	Packaging Assistant
LEVEL 1	No Level	No Level	Cargo / Equipment Handler	Cargo / Equipment Handler	Cargo / Equipment Handler

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Support Activities for Water Transportation (Liquid Storage)	Support Activities for Water Transportation (Cruise / Passenger)	Support Activities for Water Transportation (Containerised)	Support Activities for Water Transportation (Non – Containerised)	Support Activities for Water Transportation (Stevedoring)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Terminal Manager**	Operation Manager**	Operation Manager**	Operation Manager**	Operation Manager**
LEVEL 4	Assistant Terminal Manager**	Operation Assistant Manager**	Operation Assistant Manager**	Operation Assistant Manager**	Operation Assistant Manager**
LEVEL 3	Supervisor**	Equipment Supervisor**	Equipment Supervisor**	Equipment Supervisor**	Stevedore Supervisor**
LEVEL 2	Handler	Equipment Operator**	Equipment Operator**	Equipment Operator**	Signalman**
LEVEL 1	General Worker	Cargo Handler	Cargo Handler	Cargo Handler	Cargo Handler

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Support Activities for Water Transportation (Stevedoring)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Bunkering)	Support Activities for Water Transportation (Bunkering)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Operation Manager**	Master**	Terminal Manager**	Master**	Terminal Manager**
LEVEL 4	Operation Assistant Manager**	Loading Master**	Loading Master**	Chief Engineer**	Assistant Terminal Manager**
LEVEL 3	Stevedore Supervisor**	Supervisor**	Supervisor**	Bunkering Services Supervisor**	Supervisor**
LEVEL 2	Winchman**	Hose Handler	Technician	Pumpman	Technician**
LEVEL 1	Cargo Handler	No Level	No Level	Ship Crew	General Worker

Note: **Jobs relevant to IR 4.0

Table 4.21: Group 522 Occupational Structure (9 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE		
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION		
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION		
AREA	Support Activities for Water Transportation (Waste Disposal)	Support Activities for Water Transportation (Ship Chandling)	Support Activities for Water Transportation (Lashing)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	Not Available	Manager**	Manager**
LEVEL 4	Not Available	Assistant Manager**	Assistant Manager**
LEVEL 3	Not Available	Chandling Supervisor**	Lasher Supervisor**
LEVEL 2	Equipment Operator	Equipment Operator**	Lashing Foreman**
LEVEL 1	Cargo Handler	Cargo Handler	Lasher

Note: **Jobs relevant to IR 4.0

Table 4.22: Group 522 Occupational Structure (10 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE		
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION		
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION		
AREA	Support Activities for Water Transportation (Cargo Planning)	Support Activities for Water Transportation (Berth Planning)	Support Activities for Water Transportation (Yard Planning)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	Cargo Planning Manager**	Berth Planning Manager**	Yard Planning Manager**
LEVEL 4	Cargo Planning Executive	Berth Planning Executive	Yard Planning Executive
LEVEL 3	Cargo Planner	Berth Planner	Yard Planner
LEVEL 2	Cargo Planning Assistant	Berth Planning Assistant	No Level
LEVEL 1	No Level	No Level	No Level

Note: **Jobs relevant to IR 4.0

Table 4.23: Group 522 Occupational Structure (11 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION			
AREA	Support Activities for Water Transportation (Ship Planning)	Support Activities for Water Transportation (Port Hydrographic Surveyor)	Support Activities for Water Transportation (Port Security)	Support Activities for Water Transportation (Port Fire Fighter)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Ship Planning Manager	Hydrographic surveyor	Seaport Security Manager	Fire Fighter Manager
LEVEL 4	Ship Planning Executive	Assistant Hydrographic surveyor	Seaport Security Superintendent	Fire Fighter Superintendent
LEVEL 3	Ship Planner	Hydrographic surveyor technician	Seaport Security Officer	Fire Fighter Officer
LEVEL 2	No Level	No Level	Seaport Security Guard	No Level
LEVEL 1	No Level	No Level	No Level	No Level

Table 4.24: Group 522 Occupational Structure (12 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Senior Manager	Not Available	Senior Manager	Not Available	Senior Manager
LEVEL 6	Manager	Not Available	Manager	Manager	Manager
LEVEL 5	Senior Executive	Not Available	Senior Executive	Senior Executive	Senior Executive
LEVEL 4	Executive	Not Available	Executive	Executive	Executive
LEVEL 3	Operations Officer/ Senior Operations Officer	Operations Officer/ Senior Operations Officer	Operations Officer/ Senior Operations Officer	Operations Officer/ Senior Operations Officer	Operations Officer/ Senior Operations Officer
LEVEL 2	Operations/ Admin Assistant	Operations/ Admin Assistant	Operations/ Admin Assistant	Operations/ Admin Assistant	Operations/ Admin Assistant
LEVEL 1	No Level	No Level	No Level	No Level	No Level

Table 4.25: Group 522 Occupational Structure (13 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE		
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION		
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION		
AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Senior Manager**	Senior Manager	Senior Manager
LEVEL 6	Manager**	Manager	Manager
LEVEL 5	Senior Executive**	Senior Executive	Senior Executive
LEVEL 4	Executive**	Executive***	Executive
LEVEL 3	Operations Officer/ Senior Operations Officer***	Technical Officer***	Operations Officer/ Senior Operations Officer
LEVEL 2	Operations/ Admin Assistant***	No Level	Operations/ Admin Assistant
LEVEL 1	No Level	No Level	No Level

Note: **Jobs relevant to IR 4.0

*** Critical Job Titles & Jobs relevant to IR 4.0

Table 4.26: Group 522 Occupational Structure (14 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)	Operations of Air Terminal Facilities (Transportation – Track Transit System)	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Senior Manager	Senior Manager	Not Available	Senior Manager	Not Available
LEVEL 6	Manager	Manager	Manager	Manager	Manager
LEVEL 5	Senior Engineer	Senior Engineer	Senior Engineer	Senior Engineer	Senior Engineer
LEVEL 4	Technical Executive	Technical Executive**	Technical Executive*	Technical Executive*	Technical Executive
LEVEL 3	Technical Officer	Technical Officer	Technical Officer	Technical Officer	Technical Officer
LEVEL 2	Technician	Technician	Technician	Technician	Technician
LEVEL 1	No Level	No Level	No Level	No Level	No Level

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

SECTION	(H) TRANSPORTATION AND STORAGE					
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION					
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION					
AREA	ATC Activities (Area Radar/ Surveillance)	ATC Activities (Area Procedure)	ATC Activities (Approach Radar/ Surveillance)	ATC Activities (Aerodrome)	ATC Activities (Approach Procedure)	ATC Activities (Flight Information Services)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Airspace/Area Manager*	Airspace Manager*	Airspace Manager*	Airport Manager*	Airport Manager*	Airspace/Airport Manager**
LEVEL 4	Airspace Supervisor**	Airspace Supervisor**	Airspace Supervisor ***	Tower Supervisor**	Tower Supervisor**	Tower Supervisor**
LEVEL 3	Radar/Procedure Man***	Radar/Procedure Man***	Radar Man***	Aerodrome Officer*	Officer – Approach Procedure**	Flight Information Service Officer**
LEVEL 2	No Level	No Level	No Level	No Level	No Level	No Level
LEVEL 1	No Level	No Level	No Level	No Level	No Level	No Level

Note: *Critical Job Titles

**Jobs relevant to IR 4.0

*** Critical Job Titles & Jobs relevant to IR 4.0

Table 4.28: Group 522 Occupational Structure (16 of 19)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION			
AREA	Ground Service Activities On Airfields – Airports (Airside Operations)	Ground Service Activities On Airfields – Airports (Engineering – Airfield Ground Lighting)	Ground Service Activities On Airfields – Airports (Engineering – Electrical Power System(EPS))	Ground Service Activities On Airfields – Airports (Engineering – Airport Pavement)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Senior Manager	Senior Manager	Senior Manager	Senior Manager
LEVEL 6	Manager	Manager	Manager	Manager
LEVEL 5	Senior Executive	Senior Engineer	Senior Engineer	Senior Engineer
LEVEL 4	Executive	Technical Executive	Technical Executive	Technical Executive
LEVEL 3	Operations Officer/ Senior Operations Officer*	Technical Officer*	Technical Officer	Technical Officer*
LEVEL 2	Operations/ Admin Assistant	Technician	Technician	Technician
LEVEL 1	No Level	No Level	No Level	No Level

Note: *Critical Job Titles

SECTION	(H) TRANSPORTATION AND STORAGE	
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION	
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION	
AREA	Fire Fighting and Fire-Prevention Services at Airports (Operation – AFRS)	Fire Fighting and Fire-Prevention Services at Airports (Maintenance)
LEVEL 8	Not Available	Not Available
LEVEL 7	Senior Manager	Senior Manager
LEVEL 6	Manager	Manager
LEVEL 5	Senior Executive	Senior Engineer
LEVEL 4	Senior Executive /Executive	Technical Executive
LEVEL 3	Fire Officer*	Technical Officer
LEVEL 2	Fireman*	Technician
LEVEL 1	No Level	No Level

Note: *Critical Job Titles

SECTION	(H) TRANSPORTATION AND STORAGE		
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION		
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION		
AREA	Forwarding of Freight (Import)	Forwarding of Freight (Export)	Forwarding of Freight (Value Added Activities)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	Operation Manager	Operation Manager	Operation Manager
LEVEL 4	Operation Executive***	Operation Executive***	Operation Executive***
LEVEL 3	Operation Supervisor***	Operation Supervisor***	No Level
LEVEL 2	Operation Assistant***	Operation Assistant***	No Level
LEVEL 1	No Level	No Level	No Level

Note: *** Critical Job Titles & Jobs relevant to IR 4.0

SECTION	(H) TRANSPORTATION AND STORAGE
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION
AREA	Other Support Activities (Brokerage for ship)
LEVEL 8	Not Available
LEVEL 7	Not Available
LEVEL 6	Not Available
LEVEL 5	Shipping Manager***
LEVEL 4	Shipping Executive***
LEVEL 3	No Level
LEVEL 2	No Level
LEVEL 1	No Level

Note: *** Critical Job Titles & Jobs relevant to IR 4.0

Table 4.32: Summary of Job Titles

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
Group 521 – Warehousing and Storage												
1	Bonded Warehouse (Inbound – MHE)	1	1	1	1	1	1	1	NA	7	2	1
2	Bonded Warehouse (Inbound – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
3	Bonded Warehouse (Storage – MHE)	1	1	1	1	1	1	1	NA	7	2	1
4	Bonded Warehouse (Storage – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
5	Bonded Warehouse (Outbound – MHE)	1	1	1	1	1	1	1	NA	7	2	1
6	Bonded Warehouse (Outbound – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
7	Bonded Warehouse (Support ICT)	NL	NL	1	1	1	1	NA	NA	4	3	4
8	Bonded Warehouse (Support M&E)	NL	NL	1	1	1	NA	NA	NA	3	1	NA
9	Non-bonded Warehouse (Inbound – MHE)	1	1	1	1	1	1	1	NA	7	2	1
10	Non-bonded Warehouse (Inbound – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
11	Non-bonded Warehouse (Storage – MHE)	1	1	1	1	1	1	1	NA	7	2	1

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
12	Non-bonded Warehouse (Storage – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
13	Non-bonded Warehouse (Outbound – MHE)	1	1	1	1	1	1	1	NA	7	2	1
14	Non-bonded Warehouse (Outbound – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
15	Non-bonded Warehouse (Support ICT)	NL	NL	1	1	1	1	NA	NA	4	3	4
16	Non-bonded Warehouse (Support M&E)	NL	NL	1	1	1	NA	NA	NA	3	1	NA
17	License Manufacturing Warehouse (Inbound – MHE)	1	1	1	1	1	1	1	NA	7	2	1
18	License Manufacturing Warehouse (Inbound – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
19	License Manufacturing Warehouse (Storage – MHE)	1	1	1	1	1	1	1	NA	7	2	1
20	License Manufacturing Warehouse (Storage – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
21	License Manufacturing Warehouse (Outbound – MHE)	1	1	1	1	1	1	1	NA	7	2	1
22	License Manufacturing Warehouse (Outbound – Data Entry)	1	1	1	1	1	1	1	NA	7	1	NA
23	License Manufacturing Warehouse (Operation)	1	1	1	1	1	NA	NA	NA	5	NA	4

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
24	License Manufacturing Warehouse (Quality Control)	NL	1	1	1	NA	NA	NA	NA	3	NA	3
25	License Manufacturing Warehouse (M&E Engineer)	NL	1	1	1	NA	NA	NA	NA	3	NA	NA
26	Grain Silos (Operation)	1	1	1	1	1	NA	NA	NA	5	NA	1
27	Grain Silos (Administration)	1	1	1	1	1	NA	NA	NA	5	NA	NA
28	Grain Silos (Quality Control)	NL	1	1	1	1	NA	NA	NA	4	1	4
29	Grain Silos (Hygiene Control)	1	1	1	1	1	NA	NA	NA	5	1	2
30	Grain Silos (Maintenance)	NL	1	1	1	NA	NA	NA	NA	3	NA	2
31	Grain Silos (Safety & Health)	NL	NL	1	1	NA	NA	NA	NA	2	NA	NA
Group 522 – Support activities for transportation												
1	Operation of Land Terminal Facilities (Risk Management)	NL	NL	NL	NL	1	1	NA	NA	2	1	NA
2	Operation of Land Terminal Facilities (Quality, Safety & Health)	NL	NL	NL	1	1	1	NA	NA	3	1	NA
3	Operation of Land Terminal Facilities (Customer Service)	NL	1	1	1	1	1	NA	NA	5	1	NA

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
4	Operation of Land Terminal Facilities (Operation)	NL	NL	1	1	1	1	NA	NA	4	1	NA
5	Operation of Land Terminal Facilities (Maintenance)	NL	1	1	1	1	1	NA	NA	5	2	NA
6	Operation of Land Terminal Facilities (Auxiliary Police Unit)	NL	1	1	1	1	1	NA	NA	5	1	NA
7	Operation of Land Parking Facilities (Ticketing & Boarding)	NL	1	1	1	1	1	NA	NA	5	3	NA
8	Operation of Land Parking Facilities (ICT Management – Software)	NL	1	1	1	1	1	NA	NA	5	2	2
9	Operation of Land Parking Facilities (ICT Management – Hardware)	NL	1	1	1	1	1	NA	NA	5	2	2
10	Operation of Land Parking Facilities (Terminal Management Centre)	NL	1	1	1	1	1	NA	NA	5	2	NA
11	Operation of Land Parking Facilities (Ground Crew Management)	NL	1	1	1	1	1	NA	NA	5	1	NA
12	Other Operation (Parking)	NL	1	1	1	1	1	NA	NA	5	1	NA
13	Other Operation (Retail Management – Credit Control)	NL	NL	NL	1	1	1	NA	NA	3	NA	NA
14	Other Operation (Retail Management – Leasing)	NL	NL	NL	1	1	1	NA	NA	3	1	NA

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
15	Other Operation (Retail Management – Advertising)	NL	NL	NL	1	1	1	NA	NA	3	1	NA
16	Other Operation (F&B Management)	NL	NL	1	1	1	1	1	NA	5	1	NA
17	Support Activities for Land Transportation (Towing and Road Site Assistance Operation)	NL	1	1	1	1	NA	NA	NA	4	2	2
18	Support Activities for Land Transportation (Haulage Management Operation)	NL	NL	1	1	NA	NA	NA	NA	2	2	2
19	Support Activities for Land Transportation (Escort Operation)	NL	NL	1	1	1	NA	NA	NA	3	NA	NA
20	Support Activities for Water Transportation (Shipping Agent)	1	1	1	1	1	NA	NA	NA	5	NA	3
21	Support Activities for Water Transportation (Forwarding Agent)	1	1	1	1	1	NA	NA	NA	5	NA	1
22	Support Activities for Water Transportation (Navigational Support)	NL	NL	1	1	1	NA	NA	NA	3	NA	3
23	Support Activities for Water Transportation (Pilotage)	NL	NL	NL	1	1	NA	NA	NA	2	NA	2
24	Support Activities for Water Transportation (Towage)	NL	1	1	1	NA	NA	NA	NA	3	2	2
25	Support Activities for Water Transportation (Mooring)	NL	1	1	NA	NA	NA	NA	NA	2	1	NA

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
26	Support Activities for Water Transportation (Mooring)	NL	1	1	NA	NA	NA	NA	NA	2	1	NA
27	Support Activities for Water Transportation (Storage)	1	1	1	1	1	NA	NA	NA	5	NA	3
28	Support Activities for Water Transportation (Consolidation & Distribution(C&D))	1	1	1	1	1	NA	NA	NA	5	1	3
29	Support Activities for Water Transportation (Packaging)	1	1	1	1	1	NA	NA	NA	5	NA	3
30	Support Activities for Water Transportation (Liquid Storage)	1	1	1	1	1	NA	NA	NA	5	NA	3
31	Support Activities for Water Transportation (Cruise / Passenger)	1	1	1	1	1	NA	NA	NA	5	NA	4
32	Support Activities for Water Transportation (Containerised)	1	1	1	1	1	NA	NA	NA	5	NA	4
33	Support Activities for Water Transportation (Non – Containerised)	1	1	1	1	1	NA	NA	NA	5	NA	4
34	Support Activities for Water Transportation (Stevedoring)	1	1	1	1	1	NA	NA	NA	5	NA	4
35	Support Activities for Water Transportation (Stevedoring)	1	1	1	1	1	NA	NA	NA	5	NA	4
36	Support Activities for Water Transportation (Liquid Cargo)	NL	1	1	1	1	NA	NA	NA	4	NA	3

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
37	Support Activities for Water Transportation (Liquid Cargo)	NL	1	1	1	1	NA	NA	NA	4	NA	3
38	Support Activities for Water Transportation (Bunkering)	1	1	1	1	1	NA	NA	NA	5	NA	3
39	Support Activities for Water Transportation (Bunkering)	1	1	1	1	1	NA	NA	NA	5	NA	4
40	Support Activities for Water Transportation (Waste Disposal)	1	1	NA	NA	NA	NA	NA	NA	2	NA	NA
41	Support Activities for Water Transportation (Ship Chandling)	1	1	1	1	1	NA	NA	NA	5	NA	4
42	Support Activities for Water Transportation (Lashing)	1	1	1	1	1	NA	NA	NA	5	NA	4
43	Support Activities for Water Transportation (Cargo Planning)	NL	1	1	1	1	NA	NA	NA	4	NA	1
44	Support Activities for Water Transportation (Berth Planning)	NL	1	1	1	1	NA	NA	NA	4	NA	1
45	Support Activities for Water Transportation (Yard Planning)	NL	NL	1	1	1	NA	NA	NA	3	NA	1
46	Support Activities for Water Transportation (Ship Planning)	NL	NL	1	1	1	NA	NA	NA	3	NA	NA
47	Support Activities for Water Transportation (Port Hydrographic Surveyor)	NL	NL	1	1	1	NA	NA	NA	3	NA	NA

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
48	Support Activities for Water Transportation (Port Security)	NL	1	1	1	1	NA	NA	NA	4	NA	NA
49	Support Activities for Water Transportation (Port Fire Fighter)	NL	NL	1	1	1	NA	NA	NA	3	NA	NA
50	Operations of Air Terminal Facilities (Services)	NL	1	1	1	1	1	1	NA	6	NA	NA
51	Operations of Air Terminal Facilities (Lost and Found)	NL	1	1	NA	NA	NA	NA	NA	2	NA	NA
52	Operations of Air Terminal Facilities (Flight Operation Management)	NL	1	1	1	1	1	1	NA	6	NA	NA
53	Operations of Air Terminal Facilities (Slot Allocation)	NL	1	1	1	1	1	NA	NA	5	NA	NA
54	Operations of Air Terminal Facilities (Customer Experience Management)	NL	1	1	1	1	1	1	NA	6	NA	NA
55	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	NL	1	1	1	1	1	1	NA	6	2	6
56	Operations of Air Terminal Facilities (Information Technology Division (ITD))	NL	NL	1	1	1	1	1	NA	5	2	2
57	Operations of Air Terminal Facilities (Commercial)	NL	1	1	1	1	1	1	NA	6	NA	NA
58	Operations of Air Terminal Facilities (Engineering – Building Services)	NL	1	1	1	1	1	1	NA	6	NA	NA

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
59	Operations of Air Terminal Facilities (Baggage Handling Screening System)	NL	1	1	1	1	1	1	NA	6	NA	1
60	Operations of Air Terminal Facilities (Baggage Handling System)	NL	1	1	1	1	1	NA	NA	5	1	NA
61	Operations of Air Terminal Facilities (Transportation – Track Transit System)	NL	1	1	1	1	1	1	NA	6	1	NA
62	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)	NL	1	1	1	1	1	NA	NA	5	NA	NA
63	ATC Activities (Area Radar/ Surveillance)	NL	NL	1	1	1	NA	NA	NA	3	2	2
64	ATC Activities (Area Procedure)	NL	NL	1	1	1	NA	NA	NA	3	2	2
65	ATC Activities (Approach Radar/ Surveillance)	NL	NL	1	1	1	NA	NA	NA	3	3	2
66	ATC Activities (Aerodrome)	NL	NL	1	1	1	NA	NA	NA	3	2	1
67	ATC Activities (Approach Procedure)	NL	NL	1	1	1	NA	NA	NA	3	1	2
68	ATC Activities (Flight Information Services)	NL	NL	1	1	1	NA	NA	NA	3	NA	3
69	Ground Service Activities On Airfields – Airports (Airside Operations)	NL	1	1	1	1	1	1	NA	6	1	NA

No	Job Area	Level								Total Identified Job Titles	Total Critical Job	Total Job Related to IR4.0
		1	2	3	4	5	6	7	8			
70	Ground Service Activities On Airfields – Airports (Engineering – Airfield Ground Lighting)	NL	1	1	1	1	1	1	NA	6	1	NA
71	Ground Service Activities On Airfields – Airports (Engineering – Electrical Power System(EPS))	NL	1	1	1	1	1	1	NA	6	NA	NA
72	Ground Service Activities On Airfields – Airports (Engineering – Airport Pavement)	NL	1	1	1	1	1	1	NA	6	1	NA
73	Fire Fighting And Fire-Prevention Services At Airports (Operation – AFRS)	NL	1	1	1	1	1	1	NA	6	2	NA
74	Fire Fighting And Fire-Prevention Services At Airports (Maintenance)	NL	1	1	1	1	1	1	NA	6	NA	NA
75	Forwarding of Freight (Import)	NL	1	1	1	1	NA	NA	NA	4	3	3
76	Forwarding of Freight (Export)	NL	1	1	1	1	NA	NA	NA	4	3	3
77	Forwarding of Freight (Value Added Activities)	NL	NL	NL	1	1	NA	NA	NA	2	1	1
78	Other Support Activities (Brokerage for ship)	NL	NL	NL	1	1	NA	NA	NA	2	2	2
Overall Total of Identified Job Titles										509	97	138

Note: NL – No Level

          NA – Not Available

4.5 Occupational Responsibilities

The Occupational responsibilities is the general tasks, or other related duties, and responsibilities of a position. Job responsibility are usually narrative, but some may comprise a simple list of competencies; for instance, strategic human resource planning methodologies may be used to develop a competency architecture for an organization, from which job responsibility are built as a shortlist of competencies.

Division : 52 – Warehousing and Support Activities for Transportation

Group : 521 – Warehousing and Storage

Table 4.33: List of Occupational Responsibilities for Group 521 based on Table 4.6 (1 of 11)

AREA	Bonded Warehouse (Inbound – MHE)	Bonded Warehouse (Inbound – Data Entry)	Bonded Warehouse (Storage – MHE)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Regional Manager** 1) Oversee entire regional bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting.	**Regional Manager** 1) Oversee entire regional bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting.	**Regional Manager** 1) Oversee entire regional bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting.

AREA	Bonded Warehouse (Inbound – MHE)	Bonded Warehouse (Inbound – Data Entry)	Bonded Warehouse (Storage – MHE)
	7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.
LEVEL 6	**<u>Senior Manager</u>** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**<u>Senior Manager</u>** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**<u>Senior Manager</u>** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.

AREA	Bonded Warehouse (Inbound – MHE)	Bonded Warehouse (Inbound – Data Entry)	Bonded Warehouse (Storage – MHE)
LEVEL 5	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.
LEVEL 4	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) inbound. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare inbound report.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) inbound. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare inbound report.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) storage. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare storage report.

AREA	Bonded Warehouse (Inbound – MHE)	Bonded Warehouse (Inbound – Data Entry)	Bonded Warehouse (Storage – MHE)
	8) Organise safety, security and health of bonded warehouse area.	8) Organise safety, security and health of bonded warehouse area.	8) Organise safety, security and health of bonded warehouse area.
LEVEL 3	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom bonded warehouse requirement and procedures. 5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods inbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) inbound. 10) Confirm and approve the GRN.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom bonded warehouse requirement and procedures. 5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods inbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) inbound. 10) Confirm and approve the GRN.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom bonded warehouse requirement and procedures. 5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods storage report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) storage.
LEVEL 2	**Material Handling Equipment Handler** 1) Follow company SOP.	**Inventory/ Data Entry Clerk** 1) Follow company SOP.	**Material Handling Equipment Handler** 1) Follow company SOP.

AREA	Bonded Warehouse (Inbound – MHE)	Bonded Warehouse (Inbound – Data Entry)	Bonded Warehouse (Storage – MHE)
	2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Perform store and stock inventory. 4) Ensure safety and security equipment. 5) Ensure schedule maintenance of MHE. 6) Store goods at designated areas. 7) Inspect goods stored in warehouse.	2) Key in inbound data into bonded warehouse system. 3) Prepare inventory/good receive note (GRN). 4) Assign location of goods in designated storage area. 5) Ensure goods in good order and condition during receiving. 6) Check and report discrepancies of physical inbound goods against the document.	2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Perform store and stock inventory. 4) Ensure safety and security equipment. 5) Ensure schedule maintenance of MHE. 6) Store goods at designated areas. 7) Inspect goods stored in warehouse.
LEVEL 1	**Warehouse Handler** 1) Receive the goods. 2) Unload the goods. 3) Arrange the goods. 4) Perform housekeeping in warehouse area. 5) Check/identify any good discrepancies.	**Warehouse Handler** 1) Receive the goods. 2) Unload the goods. 3) Arrange the goods. 4) Perform housekeeping in warehouse area. 5) Check/identify any good discrepancies.	**Warehouse Handler** 1) Arrange the goods at designated area. 2) Perform housekeeping in warehouse area. 3) Check the goods in good order and condition. 4) Ensure good are stored away from all hazard/risk. 5) Check and inspect of goods in storage.

AREA	Bonded Warehouse (Storage – Data Entry)	Bonded Warehouse (Outbound – MHE)	Bonded Warehouse (Outbound – Data Entry)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Regional Manager** 1) Oversee entire regional bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.

AREA	Bonded Warehouse (Storage – Data Entry)	Bonded Warehouse (Outbound – MHE)	Bonded Warehouse (Outbound – Data Entry)
LEVEL 6	**Senior Manager** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.
LEVEL 5	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.

AREA	Bonded Warehouse (Storage – Data Entry)	Bonded Warehouse (Outbound – MHE)	Bonded Warehouse (Outbound – Data Entry)
LEVEL 4	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) storage. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare storage report. 8) Organise safety, security and health of bonded warehouse area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) outbound. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare outbound report. 8) Organise safety, security and health of bonded warehouse area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) outbound. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare outbound report. 8) Organise safety, security and health of bonded warehouse area.
LEVEL 3	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom bonded warehouse requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom bonded warehouse requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom bonded warehouse requirement and procedures.

AREA	Bonded Warehouse (Storage – Data Entry)	Bonded Warehouse (Outbound – MHE)	Bonded Warehouse (Outbound – Data Entry)
	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods storage report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) storage.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods outbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) outbound. 10) Confirm and approve the GRO/DO.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods outbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) outbound. 10) Confirm and approve the GRO/DO.
LEVEL 2	**Inventory/ Data Entry Clerk** 1) Follow company SOP. 2) Key in storage data into bonded warehouse system. 3) Prepare inventory/good receive note (GRN). 4) Assign location of goods in designated storage area. 5) Ensure goods in good order and condition during receiving. 6) Update storage stock inventory.	**Material Handling Equipment Handler** 1) Follow company SOP. 2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Ensure safety and security equipment. 4) Ensure schedule maintenance of MHE. 5) Collect goods from designated areas. 6) Deliver goods to outbound loading bay.	**Inventory/ Data Entry Clerk** 1) Follow company SOP . 2) Key in outbound data into bonded warehouse system. 3) Prepare Good Receipt Outbound (GRO)/ Delivery Order (DO). 4) Assign location of goods in designated area for outbound. 5) Ensure goods in good order and condition during receiving. 6) Update outbound stock inventory.

AREA	Bonded Warehouse (Storage – Data Entry)	Bonded Warehouse (Outbound – MHE)	Bonded Warehouse (Outbound – Data Entry)
	7) Check and report discrepancies of physical storage goods against the document.		7) Check and report discrepancies of physical outbound goods against the document.
LEVEL 1	**Warehouse Handler** 1) Arrange the goods at designated area. 2) Perform housekeeping in warehouse area. 3) Check the goods in good order and condition. 4) Ensure good are stored away from all hazard/risk. 5) Check and inspect of goods in storage.	**Warehouse Handler** 1) Retrieve goods from designated area. 2) Perform housekeeping in warehouse area. 3) Ensure the goods in good order and condition. 4) Check and inspect of goods for outbound. 5) Load the goods.	**Warehouse Handler** 1) Retrieve goods from designated area. 2) Perform housekeeping in warehouse area. 3) Ensure the goods in good order and condition. 4) Check and inspect of goods for outbound. 5) Load the goods.

Table 4.35 List of Occupational Responsibilities for Group 521 based on Table 4.7 (3 of 11)

AREA	Bonded Warehouse (Support ICT)	Bonded Warehouse (Support M&E)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	**System Technologist** 1) Modify existing software to correct errors, to adapt it to new hardware, or to upgrade interfaces and improve performance. 2) Develop or direct software system testing or validation procedures. 3) Direct software programming and development of documentation. 4) Consult with customers or other departments on project status, proposals, or technical issues, such as software system design or maintenance 5) Analyse information to determine, recommend, and plan installation of a new system or modification of an existing system. 6) Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements, or resolve customer problems. 7) Design or develop software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.	Not Available

AREA	Bonded Warehouse (Support ICT)	Bonded Warehouse (Support M&E)
	8) Prepare reports or correspondence concerning project specifications, activities, or status. 9) Confer with data processing or project managers to obtain information on limitations or capabilities for data processing projects. 10) Store, retrieve, and manipulate data for analysis of system capabilities and requirements. 11) Coordinate installation of software system. 12) Monitor functioning of equipment to ensure system operates in conformance with specifications. 13) Supervise and assign work to technicians, or other personnel. 14) Train users to use new or modified equipment. 15) Specify power supply requirements and configuration.	
LEVEL 5	**System Manager** 1) Direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines. 2) Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems. 3) Review project plan and coordinate project activity. 4) Assign and review the work of systems executive or system coordinator, and other computer-related workers. 5) Provide users with technical support for computer problems.	**M&E Manager** 1) Evaluate the mechanical products, equipment, systems or processes to meet requirements. 2) Confer with engineers or other personnel to implement operating procedures, resolve system malfunctions, or provide technical information. 3) Monitor and coordinate all aspects of production, including selection of manufacturing methods, fabrication, or operation of product designs.

AREA	Bonded Warehouse (Support ICT)	Bonded Warehouse (Support M&E)
	6) Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery. 7) Recruit, hire, train and supervise staff, or participate in staffing decisions. 8) Stay abreast of advances in technology. 9) Consult with users, management, vendors, and technicians to assess computing needs and system requirements. 10) Develop and interpret organizational goals, policies, and procedures. 11) Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades. 12) Approve all systems charts and programs prior to their implementation. 13) Review operational reports or project progress reports. 14) Evaluate data processing proposals to assess project feasibility and requirements. 15) Control operational budget and expenditures. 16) Purchase necessary equipment. 17) Manage backup, security and user help systems.	4) Approve design modifications to eliminate machine or system malfunctions. 5) Verify the structural design of products, using drafting tools or computer-assisted drafting equipment or software. 6) Oversee installation, operation, maintenance, or repair to ensure that machines or equipment are installed and functioning according to specifications. 7) Monitor research that tests or analyzes the feasibility, design, operation, or performance of equipment, components, or systems. 8) Approve test control apparatus or equipment or develop procedures for testing products. 9) Provide feedback to design engineers on customer problems or needs. 10) Research and analyze customer design proposals, specifications, manuals, or other data to evaluate the feasibility, cost, or maintenance requirements of designs or applications. 11) Direct the installation, operation, maintenance, or repair of renewable energy equipment, such as heating, ventilating, and air conditioning (HVAC) or water systems. 12) Perform personnel functions, such as supervision of production workers, technicians, technologists, or other engineers. 13) Establish or coordinate the maintenance or safety procedures, service schedule, or supply of materials required to maintain machines or equipment in the prescribed condition.

AREA	Bonded Warehouse (Support ICT)	Bonded Warehouse (Support M&E)
LEVEL 4	**System Executive** 1) Assist to direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines. 2) Assist to meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems. 3) Assist to review project plans and coordinate project activity. 4) Provide users with technical support for computer problems. 5) Assist to develop computer information resources, providing for data security and control, strategic computing, and disaster recovery. 6) Stay abreast of advances in technology. 7) Review all systems charts and programs prior to their implementation. 8) Prepare operational reports or project progress reports. 9) Assist in evaluate data processing proposals to assess project feasibility and requirements. 10) Provide list of purchase for necessary equipment.	**M&E Executive** 1) Research, design, install, operate, or maintain mechanical products, equipment, systems or processes to meet requirements. 2) Develop all aspects of production, including selection of manufacturing methods, fabrication, or operation of product designs. 3) Investigate equipment failures or difficulties to diagnose faulty operation and recommend remedial actions. 4) Develop or test models of alternate designs or processing methods to assess feasibility, sustainability, operating condition effects, potential new applications, or necessity of modification. 5) Recommend design modifications to eliminate machine or system malfunctions. 6) Develop the structural design of products, using drafting tools or computer-assisted drafting equipment or software. 7) Conduct research that tests or analyzes the feasibility, design, operation, or performance of equipment, components, or systems. 8) Design test control apparatus or equipment or develop procedures for testing products. 9) Assist to research and analyze customer design proposals, specifications, manuals, or other data to evaluate the feasibility, cost, or maintenance requirements of designs or applications.

AREA	Bonded Warehouse (Support ICT)	Bonded Warehouse (Support M&E)
		10) Conduct the installation, operation, maintenance, or repair of renewable energy equipment, such as heating, ventilating, and air conditioning (HVAC) or water systems. 11) Provide technical customer service. 12) Establish or coordinate the maintenance or safety procedures, service schedule, or supply of materials required to maintain machines or equipment in the prescribed condition.
LEVEL 3	**System Coordinator** 1) Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems. 2) Troubleshoot program and system malfunctions to restore normal functioning. 3) Expand or modify system to serve new purposes or improve work flow. 4) Use the computer in the analysis and solution of business problems, such as development of integrated production and inventory control and cost analysis systems. 5) Consult with management to ensure agreement on system principles. 6) Develop, document and revise system design procedures, test procedures, and quality standards.	**M&E Coordinator** 1) Inspect, operate, or test machinery or equipment to diagnose machine malfunctions. 2) Dismantle machines, equipment, or devices to access and remove defective parts, using hoists, cranes, hand tools, or power tools. 3) Perform routine maintenance. 4) Order parts, supplies, or equipment from suppliers. 5) Perform general cleaning of workplace. 6) Install equipment to improve the energy or operational efficiency of residential or commercial buildings. 7) Set up and operate machine tools to repair or fabricate machine parts, jigs, fixtures, or tools. 8) Train or manage maintenance personnel or subcontractors. 9) Align and balance new equipment after installation.

AREA	Bonded Warehouse (Support ICT)	Bonded Warehouse (Support M&E)
	7) Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared. 8) Review and analyse computer printouts and performance indicators to locate code problems, and correct errors by correcting codes. 9) Supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects. 10) Read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements. 11) Analyse information processing or computation needs and plan and design computer systems, using techniques such as structured analysis, data modeling and information engineering.	
LEVEL 2	No Level	No Level
LEVEL 1	No Level	No Level

Table 4.36: List of Occupational Responsibilities for Group 521 based on Table 4.8 (4 of 11)

AREA	Non-bonded Warehouse (Inbound – MHE)	Non-bonded Warehouse (Inbound – Data Entry)	Non-bonded Warehouse (Storage – MHE)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Regional Manager** 1) Oversee entire regional non-bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional non-bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional non-bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.

AREA	Non-bonded Warehouse (Inbound – MHE)	Non-bonded Warehouse (Inbound – Data Entry)	Non-bonded Warehouse (Storage – MHE)
LEVEL 6	**Senior Manager** 1) Approve company SOP and action plan. 2) Present non-bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new non-bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present non-bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new non-bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present non-bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new non-bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.
LEVEL 5	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated non-bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated non-bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated non-bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.

AREA	Non-bonded Warehouse (Inbound – MHE)	Non-bonded Warehouse (Inbound – Data Entry)	Non-bonded Warehouse (Storage – MHE)
LEVEL 4	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in non-bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) inbound. 6) Maintain and coordinate overall non-bonded warehouse operation. 7) Prepare inbound report. 8) Organise safety, security and health of non-bonded warehouse area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in non-bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) inbound. 6) Maintain and coordinate overall non-bonded warehouse operation. 7) Prepare inbound report. 8) Organise safety, security and health of non-bonded warehouse area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in non-bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) storage. 6) Maintain and coordinate overall non-bonded warehouse operation. 7) Prepare storage report. 8) Organise safety, security and health of non-bonded warehouse area.
LEVEL 3	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom non-bonded warehouse requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom non-bonded warehouse requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom non-bonded warehouse requirement and procedures.

AREA	Non-bonded Warehouse (Inbound – MHE)	Non-bonded Warehouse (Inbound – Data Entry)	Non-bonded Warehouse (Storage – MHE)
	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods inbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) inbound. 10) Confirm and approve the GRN.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods inbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) inbound. 10) Confirm and approve the GRN.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods storage report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) storage.
LEVEL 2	**Material Handling Equipment Handler** 1) Follow company SOP. 2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Perform store and stock inventory. 4) Ensure safety and security equipment. 5) Ensure schedule maintenance of MHE. 6) Store goods at designated areas. 7) Inspect goods stored in warehouse.	**Inventory/ Data Entry Clerk** 1) Follow company SOP. 2) Key in inbound data into non-bonded warehouse system. 3) Prepare inventory/good receive note (GRN). 4) Assign location of goods in designated storage area. 5) Ensure goods in good order and condition during receiving. 6) Check and report discrepancies of physical inbound goods against the document.	**Material Handling Equipment Handler** 1) Follow company SOP. 2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Perform store and stock inventory. 4) Ensure safety and security equipment. 5) Ensure schedule maintenance of MHE. 6) Store goods at designated areas. 7) Inspect goods stored in warehouse.

AREA	Non-bonded Warehouse (Inbound – MHE)	Non-bonded Warehouse (Inbound – Data Entry)	Non-bonded Warehouse (Storage – MHE)
LEVEL 1	**Warehouse Handler** 1) Receive the goods. 2) Unload the goods. 3) Arrange the goods. 4) Perform housekeeping in warehouse area. 5) Check/identify any good discrepancies.	**Warehouse Handler** 1) Receive the goods. 2) Unload the goods. 3) Arrange the goods. 4) Perform housekeeping in warehouse area. 5) Check/identify any good discrepancies.	**Warehouse Handler** 1) Arrange the goods at designated area. 2) Perform housekeeping in warehouse area. 3) Check the goods in good order and condition. 4) Ensure good are stored away from all hazard/risk. 5) Check and inspect of goods in storage.

Table 4.37: List of Occupational Responsibilities for Group 521 based on Table 4.8 and Table 4.9 (5 of 11)

AREA	Non-bonded Warehouse (Storage – Data Entry)	Non-bonded Warehouse (Outbound – MHE)	Non-bonded Warehouse (Outbound – Data Entry)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Regional Manager** 1) Oversee entire regional non-bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional non-bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional non-bonded warehouse. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.

AREA	Non-bonded Warehouse (Storage – Data Entry)	Non-bonded Warehouse (Outbound – MHE)	Non-bonded Warehouse (Outbound – Data Entry)
LEVEL 6	**Senior Manager** 1) Approve company SOP and action plan. 2) Present non-bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new non-bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present non-bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new non-bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new non-bonded warehouse business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.
LEVEL 5	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated non-bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated non-bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated non-bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.

AREA	Non-bonded Warehouse (Storage – Data Entry)	Non-bonded Warehouse (Outbound – MHE)	Non-bonded Warehouse (Outbound – Data Entry)
LEVEL 4	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in non-bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) storage. 6) Maintain and coordinate overall non-bonded warehouse operation. 7) Prepare storage report. 8) Organise safety, security and health of non-bonded warehouse area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in non-bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) outbound. 6) Maintain and coordinate overall non-bonded warehouse operation. 7) Prepare outbound report. 8) Organise safety, security and health of non-bonded warehouse area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in non-bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) outbound. 6) Maintain and coordinate overall non-bonded warehouse operation. 7) Prepare outbound report. 8) Organise safety, security and health of non-bonded warehouse area.
LEVEL 3	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom non-bonded warehouse requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom non-bonded warehouse requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom non-bonded warehouse requirement and procedures.

AREA	Non-bonded Warehouse (Storage – Data Entry)	Non-bonded Warehouse (Outbound – MHE)	Non-bonded Warehouse (Outbound – Data Entry)
	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods storage report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) storage.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods outbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) outbound. 10) Confirm and approve the GRO/DO.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods outbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) outbound. 10) Confirm and approve the GRO/DO.
LEVEL 2	**Inventory/ Data Entry Clerk** 1) Follow company SOP. 2) Key in storage data into non-bonded warehouse system. 3) Prepare inventory/good receive note (GRN). 4) Assign location of of goods in designated storage area. 5) Ensure goods in good order and condition during receiving. 6) Update storage stock inventory.	**Material Handling Equipment Handler** 1) Follow company SOP. 2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Ensure safety and security equipment. 4) Ensure schedule maintenance of MHE. 5) Collect goods from designated areas. 6) Deliver goods to outbound loading bay.	**Inventory/ Data Entry Clerk** 1) Follow company SOP. 2) Key in outbound data into non-bonded warehouse system. 3) Prepare Good Receipt Outbound (GRO)/ Delivery order (DO). 4) Assign location of goods in designated area for outbound. 5) Ensure goods in good order and condition during receiving. 6) Update outbound stock inventory.

AREA	Non-bonded Warehouse (Storage – Data Entry)	Non-bonded Warehouse (Outbound – MHE)	Non-bonded Warehouse (Outbound – Data Entry)
	7) Check and report discrepancies of physical storage goods against the document.		7) Check and report discrepancies of physical outbound goods against the document.
LEVEL 1	**Warehouse Handler** 1) Arrange the goods at designated area. 2) Perform housekeeping in warehouse area. 3) Check the goods in good order and condition. 4) Ensure good are stored away from all hazard/risk. 5) Check and inspect of goods in storage.	**Warehouse Handler** 1) Retrieve goods from designated area. 2) Perform housekeeping in warehouse area. 3) Ensure the goods in good order and condition. 4) Check and inspect of goods for outbound. 5) Load the goods.	**Warehouse Handler** 1) Retrieve goods from designated area. 2) Perform housekeeping in warehouse area. 3) Ensure the goods in good order and condition. 4) Check and inspect of goods for outbound. 5) Load the goods.

AREA	Non-bonded Warehouse (Support ICT)	Non-bonded Warehouse (Support M&E)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	**System Technologist** 1) Modify existing software to correct errors, to adapt it to new hardware, or to upgrade interfaces and improve performance. 2) Develop or direct software system testing or validation procedures. 3) Direct software programming and development of documentation. 4) Consult with customers or other departments on project status, proposals, or technical issues, such as software system design or maintenance. 5) Analyse information to determine, recommend, and plan installation of a new system or modification of an existing system. 6) Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements, or resolve customer problems. 7) Design or develop software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.	Not Available

AREA	Non-bonded Warehouse (Support ICT)	Non-bonded Warehouse (Support M&E)
	8) Prepare reports or correspondence concerning project specifications, activities, or status. 9) Confer with data processing or project managers to obtain information on limitations or capabilities for data processing projects. 10) Store, retrieve, and manipulate data for analysis of system capabilities and requirements. 11) Coordinate installation of software system. 12) Monitor functioning of equipment to ensure system operates in conformance with specifications. 13) Supervise and assign work to technicians, or other personnel. 14) Train users to use new or modified equipment. 15) Specify power supply requirements and configuration.	
LEVEL 5	**System Manager** 1) Direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines. 2) Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems. 3) Review project plan and coordinate project activity. 4) Assign and review the work of systems executive or system coordinator, and other computer-related workers. 5) Provide users with technical support for computer problems.	**M&E Manager** 1) Evaluate the mechanical products, equipment, systems or processes to meet requirements. 2) Confer with engineers or other personnel to implement operating procedures, resolve system malfunctions, or provide technical information. 3) Monitor and coordinate all aspects of production, including selection of manufacturing methods, fabrication, or operation of product designs.

AREA	Non-bonded Warehouse (Support ICT)	Non-bonded Warehouse (Support M&E)
	6) Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery. 7) Recruit, hire, train and supervise staff, or participate in staffing decisions. 8) Stay abreast of advances in technology. 9) Consult with users, management, vendors, and technicians to assess computing needs and system requirements. 10) Develop and interpret organizational goals, policies, and procedures. 11) Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades. 12) Approve all systems charts and programs prior to their implementation. 13) Review operational reports or project progress reports. 14) Evaluate data processing proposals to assess project feasibility and requirements. 15) Control operational budget and expenditures. 16) Purchase necessary equipment. 17) Manage backup, security and user help systems.	4) Approve design modifications to eliminate machine or system malfunctions. 5) Verify the structural design of products, using drafting tools or computer-assisted drafting equipment or software. 6) Oversee installation, operation, maintenance, or repair to ensure that machines or equipment are installed and functioning according to specifications. 7) Monitor research that tests or analyzes the feasibility, design, operation, or performance of equipment, components, or systems. 8) Approve test control apparatus or equipment or develop procedures for testing products. 9) Provide feedback to design engineers on customer problems or needs. 10) Research and analyse customer design proposals, specifications, manuals, or other data to evaluate the feasibility, cost, or maintenance requirements of designs or applications. 11) Direct the installation, operation, maintenance, or repair of renewable energy equipment, such as heating, ventilating, and air conditioning (HVAC) or water systems. 12) Perform personnel functions, such as supervision of production workers, technicians, technologists, or other engineers. 13) Establish or coordinate the maintenance or safety procedures, service schedule, or supply of materials required to maintain machines or equipment in the prescribed condition.

AREA	Non-bonded Warehouse (Support ICT)	Non-bonded Warehouse (Support M&E)
LEVEL 4	**System Executive** 1) Assist to direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines. 2) Assist to meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems. 3) Assist to review project plans and coordinate project activity. 4) Provide users with technical support for computer problems. 5) Assist to develop computer information resources, providing for data security and control, strategic computing, and disaster recovery. 6) Stay abreast of advances in technology. 7) Review all systems charts and programs prior to their implementation. 8) Prepare operational reports or project progress reports. 9) Assist in evaluate data processing proposals to assess project feasibility and requirements. 10) Provide list of purchase for necessary equipment.	**M&E Executive** 1) Research, design, install, operate, or maintain mechanical products, equipment, systems or processes to meet requirements. 2) Develop all aspects of production, including selection of manufacturing methods, fabrication, or operation of product designs. 3) Investigate equipment failures or difficulties to diagnose faulty operation and recommend remedial actions. 4) Develop or test models of alternate designs or processing methods to assess feasibility, sustainability, operating condition effects, potential new applications, or necessity of modification. 5) Recommend design modifications to eliminate machine or system malfunctions. 6) Develop the structural design of products, using drafting tools or computer-assisted drafting equipment or software. 7) Conduct research that tests or analyzes the feasibility, design, operation, or performance of equipment, components, or systems. 8) Design test control apparatus or equipment or develop procedures for testing products. 9) Assist to research and analyse customer design proposals, specifications, manuals, or other data to evaluate the feasibility, cost, or maintenance requirements of designs or applications.

AREA	Non-bonded Warehouse (Support ICT)	Non-bonded Warehouse (Support M&E)
		10) Conduct the installation, operation, maintenance, or repair of renewable energy equipment, such as heating, ventilating, and air conditioning (HVAC) or water systems. 11) Provide technical customer service. 12) Establish or coordinate the maintenance or safety procedures, service schedule, or supply of materials required to maintain machines or equipment in the prescribed condition.
LEVEL 3	**System Coordinator** 1) Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems. 2) Troubleshoot program and system malfunctions to restore normal functioning. 3) Expand or modify system to serve new purposes or improve work flow. 4) Use the computer in the analysis and solution of business problems, such as development of integrated production and inventory control and cost analysis systems. 5) Consult with management to ensure agreement on system principles. 6) Develop, document and revise system design procedures, test procedures, and quality standards.	**M&E Coordinator** 1) Inspect, operate, or test machinery or equipment to diagnose machine malfunctions. 2) Dismantle machines, equipment, or devices to access and remove defective parts, using hoists, cranes, hand tools, or power tools. 3) Perform routine maintenance. 4) Order parts, supplies, or equipment from suppliers. 5) Perform general cleaning of workplace. 6) Install equipment to improve the energy or operational efficiency of residential or commercial buildings. 7) Set up and operate machine tools to repair or fabricate machine parts, jigs, fixtures, or tools. 8) Train or manage maintenance personnel or subcontractors. 9) Align and balance new equipment after installation.

AREA	Non-bonded Warehouse (Support ICT)	Non-bonded Warehouse (Support M&E)
	7) Coordinate and link the computer systems within an organization to increase compatibility and so information can be shared. 8) Review and analyse computer printouts and performance indicators to locate code problems, and correct errors by correcting codes. 9) Supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects. 10) Read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements. 11) Analyse information processing or computation needs and plan and design computer systems, using techniques such as structured analysis, data modeling and information engineering.	
LEVEL 2	No Level	No Level
LEVEL 1	No Level	No Level

AREA	License Manufacturing Warehouse (Inbound – MHE)	License Manufacturing Warehouse (Inbound – Data Entry)	License Manufacturing Warehouse (Storage – MHE)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Regional Manager** 1) Oversee entire regional LMW. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional LMW. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional LMW. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.

AREA	License Manufacturing Warehouse (Inbound – MHE)	License Manufacturing Warehouse (Inbound – Data Entry)	License Manufacturing Warehouse (Storage – MHE)
LEVEL 6	**Senior Manager** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new LMW business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new LMW business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present bonded warehouse report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new LMW business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.
LEVEL 5	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated LMW report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated LMW report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated LMW report to stakeholder. 6) Propose staff for external training and skills accreditation.

AREA	License Manufacturing Warehouse (Inbound – MHE)	License Manufacturing Warehouse (Inbound – Data Entry)	License Manufacturing Warehouse (Storage – MHE)
LEVEL 4	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in LMW management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) inbound. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare inbound report. 8) Organise safety, security and health of LMW area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in LMW management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) inbound. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare inbound report. 8) Organise safety, security and health of LMW area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in LMW management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) storage. 6) Maintain and coordinate overall bonded warehouse operation. 7) Prepare storage report. 8) Organise safety, security and health of LMW area.
LEVEL 3	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom LMW requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom bonded warehouse requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom bonded warehouse requirement and procedures.

AREA	License Manufacturing Warehouse (Inbound – MHE)	License Manufacturing Warehouse (Inbound – Data Entry)	License Manufacturing Warehouse (Storage – MHE)
	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods inbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) inbound. 10) Confirm and approve the GRN.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods inbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) inbound. 10) Confirm and approve the GRN.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods storage report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) storage.
LEVEL 2	**Material Handling Equipment Handler** 1) Follow company SOP. 2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Perform store and stock inventory. 4) Ensure safety and security equipment. 5) Ensure schedule maintenance of MHE. 6) Store goods at designated areas. 7) Inspect goods stored in warehouse.	**Inventory/ Data Entry Clerk** 1) Follow company SOP. 2) Key in inbound data into LMW system. 3) Prepare inventory/good receive note (GRN). 4) Assign location of goods in designated storage area. 5) Ensure goods in good order and condition during receiving. 6) Check and report discrepancies of physical inbound goods against the document.	**Material Handling Equipment Handler** 1) Follow company SOP. 2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Perform store and stock inventory. 4) Ensure safety and security equipment. 5) Ensure schedule maintenance of MHE. 6) Store goods at designated areas. 7) Inspect goods stored in warehouse.

AREA	License Manufacturing Warehouse (Inbound – MHE)	License Manufacturing Warehouse (Inbound – Data Entry)	License Manufacturing Warehouse (Storage – MHE)
LEVEL 1	**<u>Warehouse Handler</u>** 1) Receive the goods. 2) Unload the goods. 3) Arrange the goods. 4) Perform housekeeping in warehouse area. 5) Check/identify any good discrepancies.	**<u>Warehouse Handler</u>** 1) Receive the goods. 2) Unload the goods. 3) Arrange the goods. 4) Perform housekeeping in warehouse area. 5) Check/identify any good discrepancies.	**<u>Warehouse Handler</u>** 1) Arrange the goods at designated area. 2) Perform housekeeping in warehouse area. 3) Check the goods in good order and condition. 4) Ensure good are stored away from all hazard/risk. 5) Check and inspect of goods in storage.

Table 4.40: List of Occupational Responsibilities for Group 521 based on Table 4.10 and Table 4.11 (8 of 11)

AREA	License Manufacturing Warehouse (Storage – Data Entry)	License Manufacturing Warehouse (Outbound – MHE)	License Manufacturing Warehouse (Outbound – Data Entry)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Regional Manager** 1) Oversee entire regional LMW. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional LMW. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.	**Regional Manager** 1) Oversee entire regional LMW. 2) Implement new strategies. 3) Propose and develop new operations/ marketing/sales procedures. 4) Oversee senior management staff. 5) Coordinate with department heads. 6) Conduct and attend regional management meeting. 7) Report to the board of directors and stakeholders. 8) Formulate new business strategies and facilities. 9) Analyse financial reports and approve budgets. 10) Ensure compliance with industry regulations and regulatories requirements.

AREA	License Manufacturing Warehouse (Storage – Data Entry)	License Manufacturing Warehouse (Outbound – MHE)	License Manufacturing Warehouse (Outbound – Data Entry)
LEVEL 6	**Senior Manager** 1) Approve company SOP and action plan. 2) Present LMW report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new LMW business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present LMW report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new LMW business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.	**Senior Manager** 1) Approve company SOP and action plan. 2) Present LMW report to stakeholder. 3) Propose improvement based on IR4.0. 4) Guide on implement and action of IR4.0. 5) Propose new LMW business strategy. 6) Upgrade productivity standard and propose new resource planning. 7) Prepare financial and budget reports.
LEVEL 5	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	**Warehouse Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.

AREA	License Manufacturing Warehouse (Storage – Data Entry)	License Manufacturing Warehouse (Outbound – MHE)	License Manufacturing Warehouse (Outbound – Data Entry)
LEVEL 4	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) storage. 6) Maintain and coordinate overall LMW operation. 7) Prepare storage report. 8) Organise safety, security and health of LMW area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) outbound. 6) Maintain and coordinate overall LMW operation. 7) Prepare outbound report. 8) Organise safety, security and health of LMW area.	**Warehouse Executive** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service. 4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) outbound. 6) Maintain and coordinate overall LMW operation. 7) Prepare outbound report. 8) Organise safety, security and health of LMW area.
LEVEL 3	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom LMW requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom LMW requirement and procedures.	**Warehouse Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom LMW requirement and procedures.

AREA	License Manufacturing Warehouse (Storage – Data Entry)	License Manufacturing Warehouse (Outbound – MHE)	License Manufacturing Warehouse (Outbound – Data Entry)
	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods storage report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) storage.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods outbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) outbound. 10) Confirm and approve the GRO/DO.	5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods outbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) outbound. 10) Confirm and approve the GRO/DO.
LEVEL 2	**Inventory/ Data Entry Clerk** 1) Follow company SOP. 2) Key in storage data into LMW system. 3) Prepare inventory/good receive note (GRN). 4) Assign location of goods in designated storage area. 5) Ensure goods in good order and condition during receiving. 6) Update storage stock inventory. 7) Check and report discrepancies of physical storage goods against the document.	**Material Handling Equipment Handler** 1) Follow company SOP. 2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Ensure safety and security equipment. 4) Ensure schedule maintenance of MHE. 5) Collect goods from designated areas. 6) Deliver goods to outbound loading bay.	**Inventory/ Data Entry Clerk** 1) Follow company SOP. 2) Key in outbound data into LMW system. 3) Prepare Good Receipt Outbound (GRO)/ Delivery order (DO). 4) Assign location of goods in designated area for outbound. 5) Ensure goods in good order and condition during receiving. 6) Update outbound stock inventory. 7) Check and report discrepancies of physical outbound goods against the document.

AREA	License Manufacturing Warehouse (Storage – Data Entry)	License Manufacturing Warehouse (Outbound – MHE)	License Manufacturing Warehouse (Outbound – Data Entry)
LEVEL 1	**Warehouse Handler** 1) Arrange the goods at designated area. 2) Perform housekeeping in warehouse area. 3) Check the goods in good order and condition. 4) Ensure good are stored away from all hazard/risk. 5) Check and inspect of goods in storage.	**Warehouse Handler** 1) Retrieve goods from designated area. 2) Perform housekeeping in warehouse area. 3) Ensure the goods in good order and condition. 4) Check and inspect of goods for outbound. 5) Load the goods.	**Warehouse Handler** 1) Retrieve goods from designated area. 2) Perform housekeeping in warehouse area. 3) Ensure the goods in good order and condition. 4) Check and inspect of goods for outbound. 5) Load the goods.

Table 4.41: List of Occupational Responsibilities for Group 521 based on Table 4.11 (9 of 11)

AREA	License Manufacturing Warehouse (Operation)	License Manufacturing Warehouse (Quality Control)	License Manufacturing Warehouse (M&E Engineer)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Production Manager** 1) Review and refine company SOP and formulate new action plans. 2) Prepare training modules. 3) Conduct in house training. 4) Evaluate staff performance appraisal. 5) Prepare consolidated bonded warehouse report to stakeholder. 6) Propose staff for external training and skills accreditation.	Not Available	Not Available
LEVEL 4	**Production Engineer** 1) Interpret SOP and action plan. 2) Train staff in bonded warehouse management personnel policies and procedures. 3) Attend to customer service.	**Quality Control Executive** 1) Execute the arrangement for proficiency testing and cross- checks. 2) Monitors environmental conditions for equipment.	**M&E Engineer** 1) Evaluate the mechanical products, equipment, systems or processes to meet requirements. 2) Confer with engineers or other personnel to implement operating procedures,

AREA	License Manufacturing Warehouse (Operation)	License Manufacturing Warehouse (Quality Control)	License Manufacturing Warehouse (M&E Engineer)
	4) Liase with transport companies/ clients/ suppliers and freight forwarders. 5) Perform warehouse management system (WMS) outbound. 6) Maintain and coordinate overall LMW operation. 7) Prepare outbound report. 8) Organise safety, security and health of LMW area.	3) Confirm the completeness and validity of test reports. 4) Investigate technical problems and take remedial actions. 5) Analyse data to identify areas for improvement in the quality system. 6) Devise sampling procedures for inspection. 7) Plan for product inspection or service to meets the established standards. 8) Perform product and process auditing and testing. 9) Interpret and implement quality assurance standards and procedures.	resolve system malfunctions, or provide technical information. 3) Monitor and coordinate all aspects of production, including selection of manufacturing methods, fabrication, or operation of product designs. 4) Approve design modifications to eliminate machine or system malfunctions. 5) Verify the structural design of products, using drafting tools or computer-assisted drafting equipment or software. 6) Oversee installation, operation, maintenance, or repair to ensure that machines or equipment are installed and functioning according to specifications. 7) Monitor research that tests or analyzes the feasibility, design, operation, or performance of equipment, components, or systems. 8) Approve test control apparatus or equipment or develop procedures for testing products.

AREA	License Manufacturing Warehouse (Operation)	License Manufacturing Warehouse (Quality Control)	License Manufacturing Warehouse (M&E Engineer)
			9) Provide feedback to design engineers on customer problems or needs.
			10) Research and analyze customer design proposals, specifications, manuals, or other data to evaluate the feasibility, cost, or maintenance requirements of designs or applications.
			11) Direct the installation, operation, maintenance, or repair of renewable energy equipment, such as heating, ventilating, and air conditioning (HVAC) or water systems.
			12) Perform personnel functions, such as supervision of production workers, technicians, technologists, or other engineers.
			13) Establish or coordinate the maintenance or safety procedures, service schedule, or supply of materials required to maintain machines or equipment in the prescribed condition.

AREA	License Manufacturing Warehouse (Operation)	License Manufacturing Warehouse (Quality Control)	License Manufacturing Warehouse (M&E Engineer)
LEVEL 3	**Production Supervisor** 1) Follow company SOP. 2) Guide operation staff to achieve goals and objectives. 3) Ensure store and stock inventory checks. 4) Adhere to custom LMW requirement and procedures. 5) Attend to customer complain/ queries/ demands. 6) Attend to detail on store arrangement. 7) Prepare goods outbound report. 8) Supervise proper warehouse housekeeping. 9) Perform warehouse management system (WMS) outbound. 10) Confirm and approve the GRO/DO.	**Quality Control Supervisor** 1) Check product or process inspection data. 2) Enforce the implementation of quality inspection system. 3) Plan and perform product testing of material and product. 4) Check inspection quality record and quality assurance according to procedure. 5) Perform investigation on customer quality complaint. 6) Prepare quality report. 7) Coordinate and support on-site audits conducted by external providers.	**M&E Senior Technician** 1) Assess project requirements. 2) Measure the performance of mechanical components, devices and engines. 3) Agree budgets, timescales and specifications with clients and managers. 4) Maintain and modify equipment to ensure that it is safe, reliable and efficient. 5) Use computer-aided design/modelling software. 6) Confirm system's and components' capabilities by designing testing methods; testing machinery properties.
LEVEL 2	**Production Line Leader** 1) Follow company SOP. 2) Operate the material handling equipment (MHE) (forklift, stacker, pallet jack, trolley). 3) Ensure safety and security equipment. 4) Ensure schedule maintenance of MHE.	**Quality Control Inspector** 1) Perform product and process inspection. 2) Update product and process quality data. 3) Prepare quality report. 4) Support on-site audit by internal/ external parties. 5) Implement quality corrective action.	**M&E Technician** 1) Consult with workers to implement OHS management and programs. 2) Provide a safe working environment - Organisation of safe systems of work. 3) Maintenance of work areas, machinery and equipment in a safe condition.

AREA	License Manufacturing Warehouse (Operation)	License Manufacturing Warehouse (Quality Control)	License Manufacturing Warehouse (M&E Engineer)
	5) Collect goods from designated areas. 6) Deliver goods to outbound loading bay.	6) Identify and propose area of quality improvement.	4) Ensuring safe use, handling, storage and transport of plant and hazardous substances. 5) Assess health and safety risks of employees and others in the workplace, and instituting effective risk control measures.
LEVEL 1	**Warehouse Handler** 1) Retrieve goods from designated area. 2) Perform housekeeping in warehouse area. 3) Ensure the goods in good order and condition. 4) Check and inspect of goods for outbound. 5) Load the goods.	No Level	No Level

AREA	Grain Silos (Operation)	Grain Silos (Administration)	Grain Silos (Quality Control)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Operation Manager** 1) Operate strategic projects, companies and operators for food security. 2) Ensure livestock of food security for the country. 3) Oversee operations, management, & maintenance of site equipment for a volume metric tan of grain storage facility, etc. 4) Verify security, storage, handling and bagging of grain on site. 5) Oversee storage, handling, quality control, testing, weighing and maintaining the grain quality.	**Admin Manager** 1) Ensure operations to maximize quality and efficiency while reducing costs. 2) Work with accounting and management team to set budgets, monitor spending, and processing payroll and other expenses. 3) Supervise operations of administrative department and staff members. 4) Ensure office is stocked with necessary supplies and all equipment is working and properly maintained. 5) Manage, organise, and store information using computers and filing systems. 6) Oversee special projects and tracking progress towards company goals.	**Quality Manager** 1) Setting up and maintaining controls and documentation procedures. 2) Manage the preparation and review management quality procedures. 3) Administrates court testimony monitoring and maintains records. 4) Review enquires and request from customers for testing handles technical complaint and anomalies. 5) Analyse and gives feedback corrective actions for testing discrepancy. 6) Manage for the technical operation (ISO 17025) of the laboratory. 7) Monitor laboratory practices compliance with policies and produce.

AREA	Grain Silos (Operation)	Grain Silos (Administration)	Grain Silos (Quality Control)
LEVEL 4	**Operation Executive** 1) Update shipping documentation, and receipt of stock / goods. 2) Perform quality controls and monitor production KPIs. 3) Access and collect data on stock numbers, review current placements and stock identifications. 4) Validate, distribute, transmit and receive stock / goods. 5) Comply with the regulations and every purchase of wheat specifications with the Malaysian Act. 6) Comply with exporting country documentation, procedures and standards.	**Admin Executive** 1) Perform data-entry, documentation, printing and filling duties. 2) Maintain a proper and user friendly filling and document control system for recording and tracking of all documents. 3) Support the officers in daily admin roles and to keep stock of stationary supplies for the department. 4) Put up purchase requests for all approved purchases for the necessary approvals and verify invoices for the raised purchases upon delivery of goods and services. 5) Create and maintain useful databases for the department. 6) Perform some research duties as and when required by the team. 7) Assist the department head to maintain a proper attendance and tracking report for the department. 8) Assist on any ad-hoc tasks as required by the department.	**Laboratory Executive** 1) Execute the arrangement for proficiency testing and cross- checks. 2) Monitors environmental conditions for equipment. 3) Confirm the completeness and validity of test reports. 4) Investigate technical problems and take remedial actions. 5) Analyse data to identify areas for improvement in the quality system. 6) Devise sampling procedures for inspection. 7) Plan for product inspection or service to meets the established standards. 8) Perform product and process auditing and testing. 9) Interpret and implement quality assurance standards and procedures.

AREA	Grain Silos (Operation)	Grain Silos (Administration)	Grain Silos (Quality Control)
LEVEL 3	**Operation Supervisor** 1) Ensure entry to bulk storage locations, such as silos, hoppers, tanks, or bins (which are also classified as confined spaces) complies with OSHA requirements and local operating procedures. 2) Keep work and storage areas clean and orderly and in a sanitary condition. 3) Keep stairways, access ways, and exits free from scrap, supplies, materials, or equipment. 4) Ensure quality is maintained and a good product is retrieved. 5) Avoid problems, always test the grain going into the silos with a calibrated moisture meter. 6) Ensure silo does not get re-infested with insects, remove all grain by either sweeping or washing out the silo.	**Senior Clerk** 1) Perform clerical duties in senior capacity to ensure smooth functioning of a business unit. 2) Execute and supervise administrative tasks on a day-to-day basis. 3) Maintain and manage the office properties and assets in an organized manner. 4) Assist marketing and sales departments in building and expanding customer base. 5) Check and verify customer account balances. 6) Check and verify vendor supplies and prepare vendor payables. 7) Prepare financial statements and records for the management. 8) Participate in cross-functional teams to ensure effective management of the company. 9) Manage and supervise staff on multiple projects.	**Quality Supervisor** 1) Check product or process inspection data. 2) Enforce the implementation of quality inspection system. 3) Plan and perform product testing of material and product. 4) Check inspection quality record and quality assurance according to procedure. 5) Perform investigation on customer quality complaint. 6) Prepare quality report. 7) Coordinate and support on-site audits conducted by external providers.

AREA	Grain Silos (Operation)	Grain Silos (Administration)	Grain Silos (Quality Control)
LEVEL 2	**Store Keeper** 1) Ensures effective and efficient coordination of the logical movement of grain into and out of the site to meet DIFOT performance metrics. 2) Enters scale tickets into our automated grain system. 3) Maintain safety stock levels in accordance to demand planning schedule. 4) Initiate purchase requisitions for the replacement of stock of all regular stores items whenever the stock level of any item of store approaches the minimum limit. 5) Ensure safe keeping both as to quality and quantity of materials.	**Admin Clerk** 1) Records data pertaining to receiving, storing, and shipping of grain at grain elevators. 2) Examines bin slips or track list to determine type, destination, and estimated weight of railroad car. 3) Weighs grain and inserts ticket into automatic recorder on scale that stamps weight on ticket. 4) Notifies government inspector to examine beam scale balance and stamped ticket. 5) Records weight, description, and destination of grain shipped and received. 6) Assigns workers to jobs according to work schedules, and reviews timecards. 7) Grades and weighs grain samples, using hand graders and scales, and records results.	**Quality Control Inspector** 1) Perform product and process inspection. 2) Update product and process quality data. 3) Prepare quality report. 4) Support on-site audit by internal/ external parties. 5) Implement quality corrective action. 6) Identify and propose area of quality improvement.

AREA	Grain Silos (Operation)	Grain Silos (Administration)	Grain Silos (Quality Control)
LEVEL 1	**General Worker** 1) Examines bin slips or track list to determine type, destination, and estimated weight of railroad car. 2) Dump or load cars, using bell, light, or intercom/telephone. 3) Pulls lever to open slide gate on storage hopper to dump grain into scale hopper. 4) Weighs grain and inserts ticket into automatic recorder on scale that stamps weight on ticket. 5) Reads thermometers on control panel to ascertain grain temperatures at various levels in storage tank. 6) Sampling for grading & analysts.	**Admin General Worker** 1) Responsible on housekeeping cleaners. 2) Responsible to segregation of materials and waste disposal. 3) Perform outdoor housekeeping. 4) Perform excavated materials. 5) Perform daily scheduling and efficient resource allocation. 6) Keep roads and walkways clear of excavated materials wherever possible. 7) Take a sample to test the weight of the grain, moisture content, and check for any foreign material.	No Level

Table 4.43: List of Occupational Responsibilities for Group 521 based on Table 4.12 (11 of 11)

AREA	Grain Silos (Hygiene Control)	Grain Silos (Maintenance)	Grain Silos (Safety & Health)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Hygiene Control Manager** 1) Lead is responsible for all activities involved in maintaining the cleanliness and food safe environment of the Processing facility, surrounding area and equipment. 2) Monitor and accompany the workers in the field. 3) Ensure compliance with the regulations, licensing conditions and codes of practice relating to food businesses. 4) Check establishments and workplaces to ensure that the place is safe and is not hazardous for the workers. 5) Identify key areas of risk in various food operations for early remedial actions.	Not Available	Not Available

AREA	Grain Silos (Hygiene Control)	Grain Silos (Maintenance)	Grain Silos (Safety & Health)
LEVEL 4	**Hygiene Control Executive** 1) Responsible for routine inspections should focus on areas where pests are most likely to appear. 2) Effective prevention measures is exclusion, during inspection need for counter measures. 3) Identify the problematic species, pests can be eliminated more efficiently and with the least risk of harm to other organisms. 4) Analysis will lead to the best choice of control techniques. 5) Responsible for important documents include a scope of pest activity.	**Maintenance Executive** 1) Assessing project requirements. 2) Measuring the performance of mechanical components, devices and engines. 3) Agreeing budgets, timescales and specifications with clients and managers. 4) Maintaining and modifying equipment to ensure that it is safe, reliable and efficient. 5) Using computer-aided design/modelling software. 6) Confirms system's and components' capabilities by designing testing methods; testing machinery properties.	**Safety Officer** 1) Plan and promote safe work environment to all staff. 2) Verify safety audit report at silos operation area. 3) Carry out incident investigation and take corrective action. 4) Perform sanitation inspection to processing line. 5) Enforce the implementation of Good Manufacturing Practice (GMP) and Hazard Analysis and Critical Control Point (HACCP) procedure. 6) Prepare incident report to management and statutory and regulatory body. 7) Develops and implements new procedures and systems to improve quality and food safety performance.
LEVEL 3	**Pest Control Supervisor** 1) Spray or release chemical solutions, gases, powders or set traps into grain silos	**M&E Technician** 1) Consult with workers to implement OHS management and programs.	**Assistant Safety Officer** 1) Perform safety audit at silos operation. 2) Carry out sanitation inspection.

AREA	Grain Silos (Hygiene Control)	Grain Silos (Maintenance)	Grain Silos (Safety & Health)
	to kill pests and vermin that infest buildings and surrounding areas. 2) Use forging to kill pest surrounding grain silos, wall and structure area with chemical solutions. 3) Fumigation work has to be carried out when insects are out of control. 4) Inspect premises to identify infestation source and extent of damage to property, wall and roof porosity, and access to infested locations. 5) Direct and/or assist other workers in treatment and extermination processes to eliminate and control rodents, insects, and weeds.	2) Provide a safe working environment - Organisation of safe systems of work. 3) Maintenance of work areas, machinery and equipment in a safe condition. 4) Ensuring safe use, handling, storage and transport of plant and hazardous substances. 5) Assessment of health and safety risks to employees and others in the workplace, and instituting effective risk control measures.	3) Arrange safety and sanitation training to staff. 4) Enforce the safety procedure are adhere by sanitation team. 5) Prepare record and documentation for food safety audit. 6) Conduct induction training and exposure staff to safe working environment, eg Material Safety Data Sheet (MSDS), Personal Protective Equipment (PPE). 7) Prepare incident report.
LEVEL 2	**Hygiene Handler** 1) Ensure compliance with the regulations, licensing conditions and codes of practice relating to food businesses. 2) Monitor the health condition of food handlers and to arrange medical	**Assistant Technician** 1) Train all operators according to supplier's requirements. 2) Check that all safety and shutoff valves and taps are working and are not leaking.	No Level

AREA	Grain Silos (Hygiene Control)	Grain Silos (Maintenance)	Grain Silos (Safety & Health)
	examination or suspension of work where necessary. 3) Provide in-house training for the food handlers. 4) Handle complaints or enquiries from customers on food hygiene matters. 5) Advise food handlers on the proper food handling practices and ensure their observance. 6) Conduct daily checks on the personal, environmental and food hygiene conditions of the food establishment and keep records on the findings.	3) Make sure that all PPE (including respirators, gloves and eye protection) is carried on employees and is used. 4) Check that all electric wiring is in good condition and augers are operated with a Residual Current Device (RCD) installed. 5) Inspect silo regularly for corrosion.	
LEVEL 1	**Hygiene General Worker** 1) Assists in the loading and unloading. 2) Assists in the loading of barges. 3) Unloads/loads trucks at the facility. 4) Perform general clean-up of elevator including sweeping, painting, and other general housekeeping duties. 5) Assist in maintenance at the facility.	No Level	No Level

AREA	Grain Silos (Hygiene Control)	Grain Silos (Maintenance)	Grain Silos (Safety & Health)
	6) Run appropriate series of tests on different grain. 7) Weighs trucks in and out of the facility.		

Division   : 52 – Warehousing and Support Activities for Transportation

Group   : 522 – Support Activities for Transportation

Table 4.44: List of Occupational Responsibilities for Group 522 based on Table 4.13 (1 of 29)

AREA	Operation of Land Terminal Facilities (Risk Management)	Operation of Land Terminal Facilities (Quality, Safety & Health)	Operation of Land Terminal Facilities (Customer Service)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	**Facilities Manager** 1) Design and implement an overall risk management process. 2) Perform risk assessment with analysing current risks and identifying potential risks that are affecting the company. 3) Ensure business heads understand the risk that might affect their departments and ensuring they understand their own accountability for individual risks. 4) Explain the external risk posed by corporate governance to stakeholders. 5) Ensure external continuity plans to limit risk.	**Facilities Manager** 1) Develop and execute health and safety policies in the workplace. 2) Responsible for development and adherent to Safety and Health policies and procedures. 3) Ensure effective implementation of Safety and Health. 4) Advise the management on issues related to health, safety and environmental in the Terminal, including statutory requirement and good practices. 5) Lead and report internal quality audits.	**Facilities Manager** 1) Oversee customer service representatives team performance. 2) Verify timely performance evaluations, as well as appropriate disciplinary actions. 3) Evaluate all customer service staff on communication skills and technical knowledge. 4) Report on all customer service measurements, production, and turnaround time metrics. 5) Prepare consolidated report to management.

AREA	Operation of Land Terminal Facilities (Risk Management)	Operation of Land Terminal Facilities (Quality, Safety & Health)	Operation of Land Terminal Facilities (Customer Service)
	6) Oversee policy and compliance audits, which will include liaising with internal and external auditors. 7) Oversee risk management activities in order to prevent or isolate liabilities.	6) Advise on solutions to issues, improvement opportunities or new prevention measures. 7) Report on health and safety awareness, issues and statistics. 8) Advice on preparation of quality manual, procedure manual and all document related to the ISO9001:2015. 9) Ensure effective implementation of quality manual, procedure manual and all document related to the ISO9001:2015. 10) Ensure maintaining the quality control procedures according to ISO requirements. 11) Oversee the internal audit exercise. 12) Verify internal audit report for submission to management. 13) Advise on ISO awareness and refresh training for internal auditor and department representative. 14) Verify quality analysis and measurement. 15) Liase with the certification body and the consultant.	

AREA	Operation of Land Terminal Facilities (Risk Management)	Operation of Land Terminal Facilities (Quality, Safety & Health)	Operation of Land Terminal Facilities (Customer Service)
LEVEL 5	**Assistant Manager** 1) Assist to design and implement an overall risk management process. 2) Prepare risk assessment with analysing current risks and identifying potential risks that are affecting the company. 3) Brief business heads to understand the risk that might affect their departments and ensuring they understand their own accountability for individual risks. 4) Explain the external risk posed by corporate governance to stakeholders. 5) Create the external continuity plans to limit risk. 6) Conduct policy and compliance audits, which will include liaising with internal and external auditors. 7) Coordinate risk management activities in order to prevent or isolate liabilities.	**Assistant Manager** 1) Assist to develop and execute health and safety policies in the workplace. 2) Responsible for draft development and adherent to Safety and Health policies and procedures. 3) Responsible for effective implementation of Safety and Health. 4) Compile issues related to health, safety and environmental in the terminal. 5) Plan, coordinate and execute internal quality audits. 6) Facilitate orientation and induction training on the company's quality system to all new staff. 7) Investigate accidents or incidents to discover causes. 8) Recommend solutions to issues, improvement opportunities or new prevention measures. 9) Plan and organise health awareness programs for staff.	**Assistant Manager** 1) Manage customer service representative team, taking responsibility for recruiting, selecting and training new team members. 2) Perform timely performance evaluations, as well as appropriate disciplinary actions. 3) Evaluate all customer service staff on communication skills and technical knowledge. 4) Prepare report on all customer service measurements, production, and turnaround time metrics. 5) Propose customer service experience improvement.

AREA	Operation of Land Terminal Facilities (Risk Management)	Operation of Land Terminal Facilities (Quality, Safety & Health)	Operation of Land Terminal Facilities (Customer Service)
LEVEL 4	No Level	**Quality Control Executive** 1) Review procedures for overall compliance and continuity amongst departments. 2) Maintaining the quality control procedures according to ISO requirements. 3) Maintaining reports and all related documentation. 4) Plan and conduct internal audit exercise. 5) Lead the internal auditors during audit exercise. 6) Prepare audit finding and action plan report and submit to Quality Management Representative (QMR). 7) Conduct awareness and refresh training for internal auditor and department representative. 8) Assist department heads to prepare quality analysis and measurement. 9) Assist in liaising with the certification body and the consultant.	**Customer Service Executive (CSE)** 1) Manage a team of customer service representatives. 2) Deal directly with customers' inquiries and complaints. 3) Assure that staff is provided with proper training, instruction, tools, and methods to perform their jobs. 4) Creates staff schedules, manages workflow, handles staffing, and employee issues, enforces departmental policy and procedures. 5) Ensure customer service follow-up methods and procedures are complete and meet time standards. 6) Assist operations department in any event or visit at terminal.

AREA	Operation of Land Terminal Facilities (Risk Management)	Operation of Land Terminal Facilities (Quality, Safety & Health)	Operation of Land Terminal Facilities (Customer Service)
LEVEL 3	No Level	No Level	**Supervisor** 1) Assist CSE in ensure that all customer inquiries are well attended. 2) Assist CSE in ensure that all customer feedback is well investigated and resolved. 3) Assist CSE in ensure that all Lost and Found reports are well attended. 4) Assist CSE in monitoring staffs daily Attendance and performance. 5) Assist CSE in ensure all filing and records are well maintained based on ISO requirements. 6) Assist operations department in any event or visit at terminal.
LEVEL 2	No Level	No Level	**Customer Service Officer** 1) Provide first level contact and offer solution to customer issues. 2) Handle inquiries and requests with care as to exceed expectations.

AREA	Operation of Land Terminal Facilities (Risk Management)	Operation of Land Terminal Facilities (Quality, Safety & Health)	Operation of Land Terminal Facilities (Customer Service)
			3) Provide facts and information of the terminal operations, facilities, services, updates on all local and latest happenings. 4) Know and understand to perform the terminal emergency procedure to protect customers, passengers, colleagues and the property. 5) Handle the PA system well and able to make announcements at any time required. 6) Assist operations department in any event or visit at the terminal. 7) Receive and record lost and found items. 8) Manage incoming calls via call centre efficiently
LEVEL 1	No Level	No Level	No Level

179

AREA	Operation of Land Terminal Facilities (Operation)	Operation of Land Terminal Facilities (Maintenance)	Operation of Land Terminal Facilities (Auxiliary Police Unit)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	**Facilities Manager** 1) Ensure smooth management of the operations of the terminal by way of coordinating and managing all operations activities undertaken at the terminal. 2) Ensure smooth development, implementation and maintenance of ISO 9001:2008 and to lead and direct all ISO related activities of the company. 3) Liase and coordinate with tenants and the business section to ensure the tenants' requirements are met e.g. electrical capacity, storage etc. 4) Prepare annual budgetary requirements for the Operations department and control of costs in line with budgetary forecasts. 5) Lead, direct and motivate all staff to provide an excellent quality of service.	**Facilities Manager** 1) Develop maintenance procedures and ensure implementation. 2) Develop predictive and preventive maintenance and ensure implementation. 3) Maintain the compliance to statutory regulators. 4) Carry out inspections/audit of the facilities to identify and resolve issues. 5) Check electrical and hydraulic systems of buildings to ensure functionality. 6) Plan and oversee all repair and installation activities. 7) Allocate workload and supervise upkeep staff (custodians, janitors etc.). 8) Monitor equipment inventory and instruct to place orders when necessary. 9) Monitor expenses and control the budget for maintenance.	**Facilities Manager** 1) Lead the physical security function for all offices ensuring security team (contracted or other) consistently deliver on expectations, and provide a high level of service to management Prepare monthly schedule for lawful duties for the team. 2) Develop, lead, and enable execution of crisis management plans as well as emergency response programs, ensuring security personnel, management, and colleagues are prepared to handle anticipated scenarios. 3) Provide strategic direction and leadership on all security, life safety related standards, systems, processes, and best practices across all offices. 4) Prepare reports and metrics for management and executive leadership

AREA	Operation of Land Terminal Facilities (Operation)	Operation of Land Terminal Facilities (Maintenance)	Operation of Land Terminal Facilities (Auxiliary Police Unit)
	6) Present monthly report on various sections for the management.	10) Manage relationships with contractors and service providers. 11) Check and verify maintenance logs and report on daily activities.	teams, including audit findings, investigations and violations and threats. 5) Manage operating costs effectively. 6) Prepare and submit security incident reports in compliance with industry and office requirements; Leads and/or or supports related investigations. 7) Provide direction, feedback and coaching to colleagues throughout the year to ensure colleagues achieve security performance objectives.
LEVEL 5	**Assistant Manager** 1) Assist to ensure smooth management of the operations of the terminal by way of coordinating and managing all operations activities undertaken at the terminal. 2) Assist to development, implementation and maintenance of ISO 9001:2008 and to lead and direct all ISO related activities of the company. 3) Liase and coordinate with tenants and the business section to ensure the tenants'	**Chargeman** 1) Responsible for electrical system in building. 2) Plan, operate and carry out electrical safety precaution and preventive maintenance. 3) Carry out predictive and repair maintenance for high voltage powers located in switch room and power generators. 4) Lead a group of Technician on a shift. 5) Monitor the in-coming electrical supply.	**Deputy Superintendent of Police** 1) Approve monthly schedule for lawful duties for the team. 2) Monitor internal security of the company and its asset. 3) Protect and escort employer property. 4) Detect and arrest criminals. 5) Respond to emergency situations, enforcing order and safety. 6) Cooperate other primary agencies such as fire or ambulance.

AREA	Operation of Land Terminal Facilities (Operation)	Operation of Land Terminal Facilities (Maintenance)	Operation of Land Terminal Facilities (Auxiliary Police Unit)
	requirements are met e.g. electrical capacity, storage etc. 4) Assist to prepare annual budgetary requirements for the operations department and control of costs in line with budgetary forecasts. 5) Assist to lead, direct and motivate all staff to provide an excellent quality of service. 6) Prepare Monthly report on various sections for the management.	6) Operate the electrical standby generator system. 7) Perform repair and maintenance works. 8) Perform preventive maintenance tasks. 9) Assist in training staff on aspects of electrical safety. 10) Adhere to Safety, Health and Environment procedures while performing work. 11) Ensure all relevant laws, statutes and regulations relating to electrical system and installation are complied. 12) Ensure maintenance tools and equipment are calibrated and kept tidy and in place after used.	7) Investigate and take necessary action on information received. 8) Present crime prevention activities. 9) Monitor any suspicious activity of ongoing crimes. 10) Execute warrants. 11) Process charges, participate in prosecutions for in house enquiry.
LEVEL 4	**Operation Executive** 1) Monitor Daily Operations of Ticketing & Boarding, Terminal Management Centre, Customer Service, Maintenance, Auxiliary Police, Parking etc. 2) Monitor Daily Operations of Outsourced Services such as Internal Cleaning,	**Executive** 1) Inspect facilities periodically to determine problem and necessary maintenance. 2) Prepare weekly maintenance schedules and allocated work. 3) Inspect and maintain building system.	**Sergeant Major/Sergeant** 1) Prepare monthly schedule for lawful duties for the team. 2) Assist to maintain internal security of the company and its asset. 3) Patrols, bits, and static controls. 4) Public control, inspection of persons.

AREA	Operation of Land Terminal Facilities (Operation)	Operation of Land Terminal Facilities (Maintenance)	Operation of Land Terminal Facilities (Auxiliary Police Unit)
	External Cleaning, Landscape, Pest Control, Grease Trap service, Floor Mat service etc. 3) Assist Maintenance to manage the Terminal defect reporting system and processes for advising technical functions of detects and repairs required. 4) Act as Incident Commander in ERP team as the first person to be informed for any emergency case happen in the terminal. 5) Produce daily report pertaining to the overall operations of the terminal.	4) Monitor inventory of materials and equipment. 5) Coordinate project (renovation). 6) Ensure compliance to regulatory statutory.	5) Protect and escort employer property. 6) Prevent crime offenses. 7) Detect and arrest criminals. 8) Respond to emergency situations, enforcing order and safety. 9) Conduct security monitoring of CCTV, detect and report any abnormalities observed. 10) Assist other primary agencies such as fire or ambulance. 11) Investigate and take necessary action on information received. 12) Propose crime prevention activities. 13) Prepare crime reports. 14) Monitor any suspicious activity of ongoing crimes. 15) Execute warrants. 16) Process charges, participate in prosecutions for in house enquiry.
LEVEL 3	**Operation Assistant** 1) Compile and filing Duty Manager Daily Shift Report.	**Technician** 1) Monitor and check facilities according to Daily Checklist; fire control room, chiller	**Corporal** 1) Perform lawful duties as designated by superior.

AREA	Operation of Land Terminal Facilities (Operation)	Operation of Land Terminal Facilities (Maintenance)	Operation of Land Terminal Facilities (Auxiliary Police Unit)
	2) Compile and filing Monthly reports from Outsourced Service providers such as Internal/External Cleaning, Pest Control. 3) Compile monthly operations report for submission to BPH. 4) Assist executive in daily operations and documentation. 5) Assist to prepare monthly roster/ schedule.	room, air-cond make-up tank, sewerage treatment plant etc. 2) Perform maintenance of electrical systems. 3) Perform daily repair and maintenance works. 4) Perform daily preventive maintenance tasks. 5) Adhere to Safety, Health and Environment procedures while performing work. 6) Ensure maintenance tools and equipment are calibrated and kept tidy and in place after used. 7) Assist in the setup of ventilation, refrigeration and other systems and conduct repairs when necessary. 8) Maintain heating and plumbing systems to ensure functionality.	2) Assist to maintain internal security of the company and its asset. 3) Patrols, bits, and static controls. 4) Public control, inspection of persons. 5) Protecting and escorting employer property. 6) Respond to emergency situations, enforcing order and safety. 7) Conduct security monitoring of CCTV, detect and report any abnormalities observed. 8) Assist other primary agencies such as fire or ambulance. 9) Investigate and take necessary action on information received. 10) Write crime reports. 11) Execute warrants. 12) Process charges, participate in prosecutions for in house enquiry.

AREA	Operation of Land Terminal Facilities (Operation)	Operation of Land Terminal Facilities (Maintenance)	Operation of Land Terminal Facilities (Auxiliary Police Unit)
LEVEL 2	No Level	**Clerk** 1) Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing. 2) Maintain hard copy and electronic filing system. 3) Prepare, maintain and distribute staff shift roster. 4) Assist maintaining supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies. 5) Prepare Material Requisition Form (MRF) to anticipate low stock.	**Constable and Trainee Constable** 1) Perform lawful duties as designated by superior. 2) Maintain internal security of the company and its asset. 3) Patrol, bit, and static controls. 4) Public control, inspection of persons. 5) Protect and escort employer property. 6) Prevent crime offenses. 7) Detect and arrest criminals. 8) Respond to emergency situations, enforcing order and safety. 9) Conduct crowd and traffic control. 10) Verify the validity of bus tickets at boarding gates. 11) Assist other primary agencies such as fire or ambulance. 12) Respond to radio calls.
LEVEL 1	No Level	No Level	No Level

Table 4.46: List of Occupational Responsibilities for Group 522 based on Table 4.14 (3 of 29)

AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	**Head of Department** 1) Approve strategic policies & procedures for implementation. 2) Ensure system access and security controls are met in order to maintain data integrity. 3) Monitor continual improvement on centralized ticketing system CTS (software and hardware) to improve production efficiency: Ticket dispensing and passenger management. 4) Present reports to stakeholders when required. 5) Uphold system deliverables efficiency. 6) Ensure hardware and software of CTS in order to minimize downtime to ensure maximum performance at all times.	**Head of Department** 1) Oversee operation of ICT, terminal management centre and ground crew. 2) Approve policies and procedures. 3) Manage contract vendor and software licenses. 4) Oversee the availability of system throughout the company. 5) Develop and implement the first line of defence against critical malfunctions. 6) Oversee the ICT, terminal management centre and ground crew security policy. 7) Oversee computer networking and CCTV networking setup, troubleshooting and maintain fibre network, network equipment, software and system troubleshooting. 8) Improve the quality of IT operations continually.	**Head of Department** 1) Oversee operation of ICT, terminal management centre and ground crew. 2) Approve policies and procedures. 3) Manage contract vendor and software licenses. 4) Oversee the availability of system throughout the company. 5) Develop and implement the first line of defence against critical malfunctions. 6) Oversee the ICT, terminal management centre and ground crew security policy. 7) Oversee computer networking and CCTV networking setup, troubleshooting and maintain fibre network, network equipment, software and system troubleshooting. 8) Improve the quality of IT operations continually.

AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)
		9) Maintain internal customer service levels that effectively serve the organization. 10) Understand and actively manage risks that technology/infrastructure present to the business. 11) Keep abreast of emerging information technologies, related industry best practices, and vendors that could be leveraged to achieve business goals. 12) Provide technology guidance for the organization and ensure sound enterprise architecture. 13) Lead/participate in vendor contract negotiations for all hardware, software, and services. Ensure that IT expenditures are in line with business objectives.	9) Maintain internal customer service levels that effectively serve the organization. 10) Understand and actively manage risks that technology/infrastructure present to the business. 11) Keep abreast of emerging information technologies, related industry best practices, and vendors that could be leveraged to achieve business goals. 12) Provide technology guidance for the organization and ensure sound enterprise architecture. 13) Lead/participate in vendor contract negotiations for all hardware, software, and services. Ensure that IT expenditures are in line with business objectives.
LEVEL 5	**Assistant Manager** 1) Formulate overall operations and implement strategic policies & procedures. 2) Ensure system access and security controls are met in order to maintain data integrity.	**Assistant Manager** 1) Manage the ICT, terminal management centre and ground crew daily operation. 2) Manage and escalate issues report from the operational team. 3) Ensure maximum availability of system throughout the company.	**Assistant Manager** 1) Manage the ICT, terminal management centre and ground crew daily operation. 2) Manage and escalate issues report from the operational team. 3) Ensure maximum availability of system throughout the company.

AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)
	3) Manage continual improvement on centralized ticketing system CTS (software and hardware) to improve production efficiency: Ticket dispensing and passenger management. 4) Submit and analyse daily, weekly & monthly reports to stakeholders. 5) Schedule and supervise personnel to ensure maximum capability to uphold system deliverables efficiency. 6) Maintain hardware and software of CTS in order to minimize downtime to ensure maximum performance at all times.	4) Responsible for the provision of ICT, terminal management centre and ground crew infrastructure services. 5) Work with senior management to propose, agree and delivery ICT, terminal management centre and ground crew service to defined Service Level Agreement. 6) Develop and control the ICT, terminal management centre and ground crew security policy. 7) Handle system backup and virus prevention. 8) Develop and maintain computer networking and CCTV networking setup, troubleshooting and maintain fibre network, network equipment, software and system troubleshooting.	4) Responsible for the provision of ICT, terminal management centre and ground crew infrastructure services. 5) Work with senior management to propose, agree and delivery ICT, terminal management centre and ground crew service to defined Service Level Agreement. 6) Develop and control the ICT, terminal management centre and ground crew security policy. 7) Handle system backup and virus prevention. 8) Develop and maintain computer networking and CCTV networking setup, troubleshooting and maintain fibre network, network equipment, software and system troubleshooting
LEVEL 4	**Executive** 1) Assist in managing overall of human resources in Ticketing & Boarding.	**Programmer** 1) Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of	**Executive** 1) Collaborate with business analysts and developers to produce software designs.

AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)
	2) Ensure system access and security controls are met in order to maintain data integrity. 3) Provide reports of absence, annual leave, emergency leave and counselling session with staff. 4) Schedule manpower and OT control. 5) Handle all administrative matters. 6) Prepare reports, minutes of meeting, coordinate meeting with bus operators, and related to ticketing activities.	computer capabilities, subject matter, and symbolic logic. 2) Correct errors by making appropriate changes and rechecking the program to ensure that the desired results are produced. 3) Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements. 4) Write, update, and maintain computer programs or software packages to handle specific jobs such as tracking inventory, storing or retrieving data, or controlling other equipment. 5) Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes. 6) Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.	2) Formulate program specifications and basic prototype. 3) Transform software designs and specification into high functioning code in the appropriate language. 4) Responsible for all application development. 5) Create and deliver data driven report. 6) Enhance existing system by analysing business objectives. 7) Prepare an action plan for modification and improvement. 8) Maintain existing software system by identifying and correcting software defect.

AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)
		7) Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language. 8) Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program. 9) Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs. 10) Perform systems analysis and programming tasks to maintain and control the use of computer systems software as a systems programmer. 11) Assign, coordinate, and review work and activities of programming personnel. 12) Train subordinates in programming and program coding. 13) Develop websites.	

AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)
LEVEL 3	**Shift Leader** 1) Communicate with bus operators on bus cancellations, bus delayed, double seating, changing of tickets, refund tickets etc. 2) Update bus schedules on daily basis. 3) Ensure all gates are managed efficiently by passenger relation personnel (PRP). 4) Handle problematic passengers, drivers and checkers. 5) Check all boarding kiosk are in good condition. 6) Conduct staff briefing. 7) Communicate with ground crew on gate changes, bus delayed. 8) Compile reports related to ticketing. 9) Manage staff movement on daily basis. 10) Attend and investigate on customer complain. 11) Back-up cashier for PRP on break. 12) Compile PRP disciplinary records. 13) Key in bus schedule into Centralised Ticketing System (CTS).	**System Support Technician** 1) Responsible for all application development. 2) Attend trouble shooting issues by providing onsite support for PC, networking equipment, server, CCTV and desktop software. 3) Escalate difficult-to-solve issue. 4) Record event and problem and their resolution in logs. 5) Identify and suggest possible improvement. 6) Follow up and update the status and information in problem risk.	**System Support Technician** 1) Responsible for all application development. 2) Attend trouble shooting issues by providing onsite support for PC, networking equipment, server, CCTV and desktop software. 3) Escalate difficult-to-solve issue. 4) Record event and problem and their resolution in logs. 5) Identify and suggest possible improvement. 6) Follow up and update the status and information in problem risk.

AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)
LEVEL 2	**Passanger Relation Personnel** 1) Provide the accurate information about bus schedule, destination and price of each ticket sold based on Centralised Ticketing System (CTS). 2) Responsible for ticket sales and sales collection. 3) Tally the ticket sales with monies collected. 4) Issue boarding passes to passengers before boarding the bus. 5) Uphold the integrity of CTS. 6) Ensure passengers boarding the correct bus at designated departure gate. 7) Ensure safety of passengers at all time. 8) Uphold the integrity of our passenger management procedures.	**ICT Assistant** 1) Handle administrative matters in the department. 2) Serve as the first point of contact for employees seeking technical assistance over the phone or reporting system. 3) Perform and record remote troubleshooting. 4) Direct and record unresolved issues to the next level of support personnel. 5) Provide accurate information of IT product and services. 6) Prepare purchase requisition for stock ordering.	**ICT Assistant** 1) Handle administrative matters in the department. 2) Serve as the first point of contact for employees seeking technical assistance over the phone or reporting system. 3) Perform and record remote troubleshooting. 4) Direct and record unresolved issues to the next level of support personnel. 5) Provide accurate information of IT product and services. 6) Prepare purchase requisition for stock ordering.
LEVEL 1	No Level	No Level	No Level

AREA	Operation of Land Parking Facilities (Terminal Management Centre)	Operation of Land Parking Facilities (Ground Crew Management)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	**Head of Department** 1) Oversee functions in support of terminal traffic . 2) Perform patrol periodically to see overall operations surrounding the terminal. 3) Submit reports to the management. 4) Conduct departmental meetings. 5) Ensure the upkeep of equipment in TMC. 6) Monitor staff performance staff are properly trained and adequately aware of their responsibilities.	**Head of Department** 1) Oversee operation of ground crew team. 2) Approve policies and procedures. 3) Oversee the availability of system related to ground crew activities. 4) Reports to management on ground crew activities. 5) Develop and implement new idea for enhancement. 6) Close liaison with TMC and ICT.
LEVEL 5	**Assistant Manager** 1) Assist to performs a variety of functions in support of terminal traffic including, training and overseeing the process of operations. 2) Complete reports required by department. 3) Patrol to detect hazards such as fire, theft, vandalism, trespassing and other crimes. 4) Keep record and monitor of equipment in TMC.	**Assistant Manager** 1) Approve duty schedule of supervisor and ground crew operator. 2) Oversee supervisor and ground crew operators. 3) Communicate with TMC on issues related to departure bay, arrival bay and bus holding area. 4) Delegate tasks and responsibilities among supervisor and ground crew operators to check on system and buses. 5) Lead and supervise, the assigned supervisor and Ground Crew (GC) team on the daily operation and task on the ground.

AREA	Operation of Land Parking Facilities (Terminal Management Centre)	Operation of Land Parking Facilities (Ground Crew Management)
	5) Monitor staff performance staff are properly trained and adequately aware of their responsibilities. 6) Prepare operational and incident report.	6) Report to TMC if there is any problem occurs in the terminal that is not shown thru CCTV and system. 7) Prepare and record daily issues. 8) Responsible for the provision of ICT, terminal management centre and ground crew infrastructure services.
LEVEL 4	**Terminal Operation System Executive** 1) Manage and monitor TMC personnel. 2) Prepare monthly schedule for terminal operation system operators and supervisors. 3) List and record the inventory of ERP equipment. 4) Monitor and manage administrative matters of TMC ie. leave, training and performance. 5) Communicate with bus operators on schedule related matters. 6) Check to and ensure information displayed on PIDS are accurate and correct. 7) Conduct awareness session on ERP. 8) Compile monthly report.	**Executive** 1) Prepare duty schedule of supervisor and ground crew operator. 2) Monitor supervisor and ground crew operator. 3) Communicate with TMC if there is any problem occurs in departure bay, arrival bay and bus holding area. 4) Delegate tasks and responsibilities among supervisor and ground crew operators to check on system and buses. 5) Lead and supervise, the assigned supervisor and Ground Crew (GC) team on the daily operation and task on the ground. 6) Reports to TMC if there is any problem occurs in the terminal that is not shown thru CCTV and system.
LEVEL 3	**Terminal Operation System Supervisor** 1) Monitor and assist terminal operation system operators. 2) Supervise the assigned team on the daily TMC operation.	**Supervisor** 1) Monitor all the ground crew operator.

AREA	Operation of Land Parking Facilities (Terminal Management Centre)	Operation of Land Parking Facilities (Ground Crew Management)
	3) Report and coordinate with Duty Manager on incident reported to TMC. 4) Execute and comply to SOP during the daily operation. 5) Monitor vehicle operation compliant with the designated schedule and bay. 6) Monitor driving behavior of the bus drivers. 7) Compile report on all movement in the terminal and reports to executive on arising issues or suspicious behavior spotted. 8) Monitor and execute terminal operation system operation and ensure information displayed on PIDS are accurate and correct.	2) Communicate with TMC if there is any problem occurs in departure bay, arrival bay and bus holding area. 3) Delegate tasks and responsibilities among crew operators to check on system and buses. 4) To lead and supervise, the assigned Ground Crew (GC) team on the daily operation and task on the ground. 5) Reports to TMC if there is any problem occurs in the terminal that is not shown thru CCTV and systemIdentify and suggest possible improvement.
LEVEL 2	**Terminal Operation System Operator** 1) Monitor the buses flow in the terminal area with a sharp eye on speed of the buses. 2) Execute and comply to SOP during the daily operation. 3) Record the schedule adherence and timetable changes at a secure data. 4) Monitor unauthorized stops and diversion from the designated routes. 5) Monitor vehicle operation compliant with the designated schedule and bay.	**Ground Crew** 1) Monitor and provide assistance to bus driver and bus operators. 2) Execute operations at ground level. 3) Monitor unauthorized stops and diversion from the designated routes. 4) Manage the bus during high frequency. 5) Provide information to the bus drivers of correct lane in the terminal to avoid traffic jams. 6) Response to any complaints from passengers or bus drivers regarding bus parking designation, boarding and arriving bay.

AREA	Operation of Land Parking Facilities (Terminal Management Centre)	Operation of Land Parking Facilities (Ground Crew Management)
	6) Monitor all movement in the Terminal and reports to terminal operation system supervisor if there are any problems or suspicious behavior spotted. 7) Monitor all traffic flow in the terminal. 8) Communicate with all the Ground Crew to coordinate with the bus drivers. 9) Monitor and execute terminal operation system operation and ensure information displayed on PIDS are accurate and correct.	7) Response to any instructions from the Terminal Management Centre (TMC) regarding any problems related to the bay or bus drivers. 8) Execute task assigned by TMC on the ground crew level. 9) Coordinate with other GC team member on the bus operation bus movement.
LEVEL 1	No Level	No Level

AREA	Other Operation (Parking)	Other Operation (Retail Management – Credit Control)	Other Operation (Retail Management – Leasing)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	**Head of Department** 1) Perform a variety of functions in support of public safety including, training and overseeing the process operations. 2) Perform patrol periodically to detect hazards such as fire, theft, vandalism, trespassing and other crimes. 3) Approve reports or forms required by department. 4) Conduct departmental meetings. 5) Present operational and sales report to management. 6) Oversee the staff performance by ensuring staff are properly trained and adequately aware of their responsibilities.	**Head of Department** 1) Lead in retail set up activities in the terminal. 2) Sourcing of potential tenants. 3) Responsible to establish a good mix of retail in the terminal. 4) Liaison with relevant authorities. 5) Liaison with tenants, lawyers etc. 6) Present reports on retail activities to the management.	**Head of Department** 1) Plan and implement strategies to attract tenants. 2) Source of potential tenants. 3) Responsible to establish a good mix of retail in the terminal. 4) Liaison with relevant authorities. 5) Liaison with tenants, lawyers etc. 6) Present reports on retail activities to the management.

AREA	Other Operation (Parking)	Other Operation (Retail Management – Credit Control)	Other Operation (Retail Management – Leasing)
LEVEL 5	**Assistant Manager** 1) Assist to performs a variety of functions in support of public safety including, training and overseeing the process operations as assigned. 2) Complete reports or forms required by department. 3) Patrol to detect hazards such as fire, theft, vandalism, trespassing and other crimes. 4) Keep record of car park equipment installed at car parks. 5) Monitor quality staff and ensure car park staff are properly trained and adequately aware of their responsibilities. 6) Prepare operational and sales report.	**Assistant Manager** 1) Manage and collect debts of company debtors. 2) Evaluate new credit requests and reviewing customers' credit rankings with banks. 3) Assist setting up of terms and conditions of credit. 4) Ensure timely payment of debts. 5) Negotiate re-payment plans. 6) Respond to relevant client enquiries 7) Process and reconciliation of invoices. 8) Check and posting of receipts to accounting systems. 9) Prepare statements, client status reports and all relevant information as required.	**Assistant Manager** 1) Assist the Manager in planning and implementing strategies to attract customers. 2) Coordinate daily customer service operations. 3) Track the progress of weekly, monthly, quarterly and annual objectives. 4) Evaluate employee performance and identify hiring and training needs. 5) Supervise and motivate staff to perform their best. 6) Monitor retail operating costs, budgets and resources. 7) Communicate with clients and evaluate their needs. 8) Analyse consumer behaviour and adjust product positioning. 9) Handle complaints from customers. 10) Create reports, analyze and interpret retail data. 11) Conduct regular audits to ensure the store is functionable and presentable.

AREA	Other Operation (Parking)	Other Operation (Retail Management – Credit Control)	Other Operation (Retail Management – Leasing)
LEVEL 4	**Executive** 1) Responsible for ensuring car parks are operated in accordance to standard. 2) Coordinate and control information/ documents flow. 3) Keep abreast of the functionality of car park equipment installed at car parks. 4) Establish and maintain quality staff and ensure car park staff are properly trained and adequately aware of their responsibilities. 5) Provide vehicle jump-start services. 6) Provide directions, parking alternatives for special events, public safety emergencies, or as requested. 7) Compile operational and sales report. 8) Compile report including inventory of stocks. 9) Liase with suppliers on operational equipment maintenance. 10) Verify operation's duty roster.	**Credit Control Executive** 1) Responsible for collection of monthly rentals from retail outlet. 2) Communicate or liase with tenant via telephone or email. 3) Monitor payment received from tenant and interacts with finance department accordingly. 4) Issue timely reminder & demand letters on overdue account. 5) Prepare of Monthly Rental Collection Report. 6) Maintain accurate and up-to-date account/ collection record. 7) Ensure to interacts well with customers and departmental colleagues.	**Leasing Executive** 1) Responsible to achieve planned revenue targets, setting up leasing strategies, planning and optimizing occupancy. 2) Responsible for leasing of retail space, shop lot and kiosks within the terminal. 3) Identify and secure potential tenants. 4) Negotiate rental rates and tenancy terms with potential tenants. 5) Manage existing tenants for renewal and termination of tenancies. 6) Manage and update deposit collection status. 7) Regular site visits and inspection of terminal / tenants. 8) Supervise and monitor the procedures for handover and reinstatement of the demised premises. 9) Supervise and advice on the preparation of standard letters / documents. 10) Ensure all Tenancy Agreement are duly signed and stamped and to monitor on tenancy expiry.

AREA	Other Operation (Parking)	Other Operation (Retail Management – Credit Control)	Other Operation (Retail Management – Leasing)
LEVEL 3	**<u>Supervisor</u>** 1) Monitor daily activities at car park including traffic and crowd movements. 2) Monitor daily opening and closing of service counter. 3) Carry out manual motorcycle collection or manning manual cashier booth at the location as assigned by supervisor. 4) Perform patrolling with Parking Assistant as inspection activity. 5) Record overnight parking vehicle. 6) Provide directions, parking alternatives for special events, public safety emergencies, or as requested. 7) Provide front line service for customers' problem or enquiry with regards to parking services and facilities. 8) Ensure the equipment are in good working condition and immediately alert the supervisor in charge if any problems.	No Level	No Level

AREA	Other Operation (Parking)	Other Operation (Retail Management – Credit Control)	Other Operation (Retail Management – Leasing)
LEVEL 2	**Parking Assistant** 1) Direct traffic for special events, public safety emergencies, or as requested. 2) Perform patrolling as inspection activity. 3) Perform vehicle clamp and unclamp upon issue summon. 4) Record overnight parking vehicle. 5) Provide directions, parking alternatives for special events, public safety emergencies, or as requested. 6) Provide front line service for customers' problem or enquiry with regards to parking services and facilities. 7) Ensure the equipment are in good working condition and immediately alert the supervisor in charge if any problems.	No Level	No Level
LEVEL 1	No Level	No Level	No Level

AREA	Other Operation (Retail Management – Advertising)	Other Operation (F&B Management)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	Not Available
LEVEL 6	**Head of Department** 1) Plan advertising and promotional campaigns. 2) Develop advertising strategies. 3) Negotiate advertising contracts. 4) Plan and implement strategies to attract tenants. 5) Monitoring project progress from planning to execution to ensure it remains focused and evaluate its effectiveness Sourcing of potential tenants. 6) Responsible to establish a good mix of retail in the terminal. 7) Liase with relevant authorities. 8) Liase with tenants, lawyers etc. 9) Present reports on retail activities to the management.	**Head of Department** 1) Responsible for the full spectrum of the food court's operations and financial performance. 2) Responsible for recommending potential F&B operator and ensure all lettable stalls are optimally leased to maximize yield. 3) Ensure execution of preventive maintenance plan and fit-out requirement are adhered. 4) Ensure the food court consistently maintain the highest standard of image and optimum level of F&B operations. 5) Ensure day-to-day sales and operational performance by effective target setting, operational planning & KPI monitoring. 6) Present monthly report to the management. 7) Liase with relevant authorities.
LEVEL 5	**Assistant Manager** 1) Schedule periodic internal meetings to discuss on the retail management activities. 2) Ensure the compliance on all policies and procedures by tenants	**Assistant Manager** 1) Oversee responsibility for the full spectrum of the food court's operations and financial performance 2) Responsible for proposing potential F&B operator and ensure all lettable stalls are optimally leased to maximize yield.

AREA	Other Operation (Retail Management – Advertising)	Other Operation (F&B Management)
	3) Responsible for delegating assignments and keeping team members motivated and focused. 4) Oversee advertising department operations and staff members. 5) Work with staff, clients, or an ad agency to establish and meet projects goals and establish and enforce budgets and timelines. 6) Initiate and direct research efforts. 7) Collect and analyse data and presenting it to other parties, including management and clients.	3) Propose prospect new & popular types of foods to enhance the food mix. 4) Ensure the food Court housekeeping & hygiene are kept at its maximum level. 5) Responsible for planning the preventive maintenance plan and fit-out requirement are adhered. 6) Oversee day-to-day sales and operational performance by effective target setting, operational planning & KPI monitoring. 7) Assist to ensure the food court consistently maintain the highest standard of image and optimum level of F&B operations. 8) Responsible in maintaining good communication and business relation with food court operators to enhance good landlord-tenant relationship.
LEVEL 4	**Advertising Executive** 1) Responsible to ensure signage / displays (LED signage, LCD screens, snap frames, etc – Advertising media) are in good, clean and working condition at all time. 2) Responsible to ensure contents in the advertising media are always up to date and obsolete contents to be removed immediately.	**Executive** 1) Inspect kitchen and dining areas and kitchen utensils and equipment to ensure sanitary standards are met. 2) Keep records, such as amount and cost of meals served and hours worked by employees. 3) Requisition and inspects foodstuffs, supplies, and equipment to maintain stock levels and ensure standards of quality are met. 4) Prepare work schedules and evaluates work performance of employees.

AREA	Other Operation (Retail Management – Advertising)	Other Operation (F&B Management)
	3) Ensure Retail Department's contents in Info Kiosks, media social, terminal Official website etc are always up to date and obsolete contents to be removed immediately. 4) Source for advertisers for our advertising media, and work towards achieving targets set. 5) Ensure tenants shop/ stall/ kiosk frontage, displays are presentable, clean, etc. 6) Liase with tenants, advertisers, etc on advertising needs and documentation.	5) Report issue at food court to Manager. 6) Inspect periodically on kitchen and dining areas and kitchen utensils and equipment to ensure sanitary standards are met.
LEVEL 3	No Level	**F&B Supervisor** 1) Monitor cleanliness in food court. 2) Ensure that stock of prepaid card always kept in controlled conditions. 3) Ensure that the equipment and cutleries in good condition and sufficient. 4) Handle customer complaints and suggestions. 5) Prepare work schedule for cashiers. 6) Prepare weekly sales report. 7) Prepare letters, circular, notices for food court tenants. 8) Monitor sale of prepaid food court prepaid card. 9) Responsible to return unused cash from e-card. 10) Accept cash and return the correct change.

AREA	Other Operation (Retail Management – Advertising)	Other Operation (F&B Management)
LEVEL 2	No Level	**<u>Cashier</u>** 1) Responsible for sale of prepaid food court card and top up request. 2) Responsible to return unused cash from e-card. 3) Accept cash and return the correct change. 4) Respond to customer inquiries, issue receipts, and record customer suggestions. 5) Tally money in the cash drawer at the beginning and end of each work shift and as per the sales report. 6) Assist Food Court Supervisor to maintain and make sure that operation is smooth. 7) Sell prepaid card. 8) Ensure the sales collection is tally with report. 9) Monitor cleanliness. 10) Handle customers complaint.
LEVEL 1	No Level	No Level

AREA	Support Actvities for Land Transportation (Towing and Road Side Assistance Operation)	Support Actvities for Land Transportation (Haulage Management Operation)	Support Actvities for Land Transportation (Escort Operation)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Transport Manager** 1) Review and refine company SOP. 2) Verify transportation report (daily, weekly, monthly). 3) Oversee and lead all transport operations and activities. 4) Liase with customer and response to the requirement. 5) Manage or aspect of safety, security and health of vehicle and staff. 6) Ensure compliance with all regulatory bodies. 7) Prepare budget and financial matters on transportation. 8) Prepare consolidated transport monthly report.	Not Available	**Escort Manager** 1) Review and refine company SOP. 2) Verify transportation report (daily, weekly, monthly). 3) Oversee and lead all transport operations and activities. 4) Liase with customer and response to the requirement. 5) Manage or aspect of safety, security and health of vehicle and staff. 6) Ensure compliance with all regulatory bodies. 7) Prepare budget and financial matters on transportation. 8) Prepare consolidated transport monthly report.

AREA	Support Actvities for Land Transportation (Towing and Road Side Assistance Operation)	Support Actvities for Land Transportation (Haulage Management Operation)	Support Actvities for Land Transportation (Escort Operation)
LEVEL 4	**Transport Executive** 1) Interpret company SOP and action plan. 2) Train staff in transportation requirement policies and procedures. 3) Manage budget, approve schedule and routes. 4) Enforce all vehicle fleet meet requirement of all regulatory bodies. 5) Ensure goods are delivered in time and improve customer satisfaction. 6) Manage customer billing and coordinate with finance. 7) Develop and using awareness of best practice in health and safety for the workplace. 8) Check and compile transportation report (daily, weekly, monthly). 9) Ensure safety, security and health of vehicle and drivers.	**Haulage Management Executive** 1) Interpret company SOP and action plan. 2) Train staff in transportation requirement policies and procedures. 3) Manage budget, approve schedule and routes. 4) Enforce all vehicle fleet meet requirement of all regulatory bodies. 5) Ensure goods are delivered in time and improve customer satisfaction. 6) Manage customer billing and coordinate with finance. 7) Develop and use awareness of best practice in health and safety for the workplace. 8) Check and compile transportation report (daily, weekly, monthly). 9) Ensure safety, security and health of vehicle and drivers.	**Escort Executive** 1) Interpret company SOP and action plan. 2) Train staff in transportation requirement policies and procedures. 3) Manage budget, approve schedule and routes. 4) Enforce all vehicle fleet meet requirement of all regulatory bodies. 5) Ensure goods are delivered in time and improve customer satisfaction. 6) Manage customer billing and coordinate with finance. 7) Develop and use awareness of best practice in health and safety for the workplace. 8) Check and compile transportation report (daily, weekly, monthly). 9) Ensure safety, security and health of vehicle and driver.
LEVEL 3	**Transport Coordinator** 1) Follow company SOP.	**Haulage Management Coordinator** 1) Follow company SOP.	**Escort Coordinator** 1) Follow company SOP.

AREA	Support Actvities for Land Transportation (Towing and Road Side Assistance Operation)	Support Actvities for Land Transportation (Haulage Management Operation)	Support Actvities for Land Transportation (Escort Operation)
	2) Ensure all vehicles in good order and operating condition. 3) Coordinate all transport requirement and schedule maintenance. 4) Perform custom requirement and procedure. 5) Attend to customer complain/ queries/ demands. 6) Supervise drivers and maintain delivery schedule and track delivery to ensure delivery are carry out. 7) Update and provide tracking information to customers. 8) Report any driver issues such as discipline, accident, safety concern and regulatory requirement. 9) Report any damage goods, late or loss deliveries etc. 10) Prepare transportation report (daily, weekly, monthly).	2) Ensure all vehicles in good order and operating condition. 3) Coordinate all transport requirement and schedule maintenance. 4) Perform custom requirement and procedure. 5) Attend to customer complain/ queries/ demands. 6) Supervise drivers and maintain delivery schedule and track delivery to ensure delivery are carry out. 7) Update and provide tracking information to customers. 8) Report any driver issues such as discipline, accident, safety concern and regulatory requirement. 9) Report any damage goods, late or loss deliveries etc. 10) Prepare transportation report (daily, weekly, monthly).	2) Ensure all vehicles in good order and operating condition. 3) Coordinate all transport requirement and schedule maintenance. 4) Perform custom requirement and procedure. 5) Attend to customer complain/ queries/ demands. 6) Supervise drivers and maintain delivery schedule and track delivery to ensure delivery are carry out. 7) Update and provide tracking information to customers. 8) Report any driver issues such as discipline, accident, safety concern and regulatory requirement. 9) Report any damage goods, late or loss deliveries etc. 10) Prepare transportation report (daily, weekly, monthly).

AREA	Support Actvities for Land Transportation (Towing and Road Side Assistance Operation)	Support Actvities for Land Transportation (Haulage Management Operation)	Support Actvities for Land Transportation (Escort Operation)
LEVEL 2	**Tow Truck Driver** 1) Follow company SOP. 2) Operate tow truck. 3) Arrange transportation of breakdown vehicle to appointed workshop. 4) Ensure safety and security of other road user. 5) Ensure schedule maintenance of tow truck. 6) Advise on report to related authority (police, etc.).	No Level	No Level
LEVEL 1	No Level	No Level	No Level

Table 4.51: List of Occupational Responsibilities for Group 522 based on Table 4.17 (8 of 29)

AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Manager** 1) Ensure all shipping documentation are prepared. 2) Ensure all customs documentation relative to vessel and cargo clearance are in place. 3) Ensure good communication with all parties. 4) Make proper plan for operations. 5) Interface between external Authorities And management. 6) Ensure operation not affected negatively due to shipping. 7) Manage administrative issue. 8) Maintain financial report for NPA and NIMASA accounts. 9) Prepare report on operations for management.	**Manager** 1) Ensure all forwarding documentation are prepared. 2) Ensure all customs documentation relative to vessel and cargo clearance are in place. 3) Ensure good communication with all parties. 4) Make proper plan for operations. 5) Interface between external Authorities And management. 6) Ensure operation not affected negatively due to forwarding. 7) Manage administrative issue. 8) Maintain financial report for NPA and NIMASA accounts. 9) Prepare report on operations for management.	**Manager** 1) Prevent ships under their navigational control from engaging in unsafe operations. 2) Manage system tracking and radar tracking by controlling range scale, bearing cursor and distance cursor. 3) Manage radar communication, control tower communication, port system communication and the related equipment or devices. 4) Manage port system speed, port system efficiency and control tower safety.

AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)
	10) Prepare vessel and cargo file for invoicing. 11) Deal with all Authorities on operational matter. 12) Maintain good relationship with customers and Authorities. 13) Ensure good relationship with suppliers. 14) Ensure an efficient service is supplied to clients. 15) Ensure proper execution of all shipping project. 16) Assure compliance with company operational policy.	10) Prepare vessel and cargo file for invoicing. 11) Deal with all Authorities on operational matter. 12) Maintain good relationship with customers and Authorities. 13) Ensure good relationship with suppliers. 14) Ensure an efficient service is supplied to clients. 15) Ensure proper execution of all forwarding project. 16) Assure compliance with company operational policy.	
LEVEL 4	**Executive** 1) Hire and train sales associates to work on the floor as well as in shipping. 2) Allow your knowledge of emerging and consistent trends to inform purchasing and inventory decisions and solutions. 3) Continually advance your product knowledge and that of other employees. 4) Maintain accurate customer records for loyalty program.	**Documentation Executive** 1) Ensure the organization files precise documentation for all its exports. 2) Check on the processes of handling goods both internationally and nationally. 3) The export documentation supervisor, who has expertise in sea freight and export air documentation, ensures that all exports are documented correctly.	**Controller** 1) Prevent ships under their navigational control from engaging in unsafe operations. 2) Supervise system tracking and radar tracking by controlling range scale, bearing cursor and distance cursor. 3) Supervise radar communication, control tower communication, port system

AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)
	5) Manage and evaluate revenue and expense reports. 6) Liase with corporate office and use contacts to promote the business and align with brand values.	4) Analyze and negotiate shipping cost with freight forwarders on the basis of weight and consignment volume. 5) Responsible for the design and implementation of all export plans and activities, ensuring conformity to all project requirements.	communication and the related equipment or devices. 4) Supervise port system speed, port system efficiency and control tower safety.
LEVEL 3	**Boarding Officer** 1) Handle vessels' arrival/departure formalities. 2) Care for the vessel's husbandry needs. 3) Work with principals (shipowners or operators) in matters related to ship callings. 4) Acquire and allocate resources to support operations. 5) Handle cargo documentation, invoices and inwards shipment. 6) Identify and solicit prospective clients. 7) Liase with clients on status of cargo clearance. 8) Liase with local agencies on daily work matters.	**Customer Service** 1) Process sales invoicing in accordance with established procedures and standards. 2) Receive supplier purchase invoices ensuring they are correct and passed to appropriate department for processing. 3) Makes reports on time, equipment, materials, and production. 4) Maintain and file all records in accordance with company procedure. 5) Constantly review working processes with carriers and transport companies to ensure best practice. 6) Assist the sales team with quotations and client/product knowledge.	**Assistant Controller** 1) Carry out radar communication, port system communication and control tower communication. 2) Carry out system tracking and radar tracking by controlling range scale, bearing cursor and distance cursor. 3) Assist in checking related equipment or devices. 4) Assist in preventing ships under their navigational control from engaging in unsafe operation. 5) Assist in supervising port system speed and port system efficiency. 6) Assist in control tower safety.

AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)
	9) Monitor cargo loading and unloading operations. 10) Monitor vessel arrival and departure. 11) Optimise utilisation of resources. 12) Prepare quotations and proforma disbursements as required by clients, shipowners and shipping lines. 13) Process all formalities and declarations in a timely manner to ensure smooth entry or departure of ships assigned. 14) Propose workflow improvements to improve efficiency. 15) Solve problems arising from the course of work. 16) Supervise and guide Shipping Clerks.	7) Arranges shipments by examining destination, route, rate, delivery time. 8) Verifies merchandise shipped by matching bills of lading 9) Keeps customers informed by forwarding notices, shipment date and method, and current status. 10) Benchmark freight rates. 11) Negotiate rate structures, including consolidation lanes, capacity, and customer programs. 12) Collect and analyze service issue and carrier quality information and develop clear and concise reports.	
LEVEL 2	**Clerk** 1) Monitoring the merchandise leaving a company's warehouse. 2) Creating shipping documents, such as invoices and purchase orders, and pulling inventory from the shelves.	**Clerk** 1) Monitoring the merchandise leaving a company's warehouse. 2) Creating shipping documents, such as invoices and purchase orders, and pulling inventory from the shelves.	No Level

AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)
	3) Monitoring each shipment to make sure that outgoing packages are packed correctly and accurately. 4) Print shipping labels, schedule pick-ups, and ensure that each package has the proper postage. 5) Perform inventory control and track a shipment's delivery status. 6) Keep and verify records on incoming and outgoing shipments. 7) Prepare items for shipment. 8) Determine method of shipment by utilizing knowledge of shipping procedures, rates and routes. 9) Attach shipping labels on packed stencils or cartons; identify shipping information on goods, using stenciling equipment. 10) Examine outgoing shipments and make sure they conform with specifications. 11) Maintain inventory of shipping materials as well as supplies.	3) Monitoring each shipment to make sure that outgoing packages are packed correctly and accurately. 4) Print shipping labels, schedule pick-ups, and ensure that each package has the proper postage. 5) Perform inventory control and track a shipment's delivery status. 6) Keep and verify records on incoming and outgoing shipments. 7) Prepare items for shipment. 8) Determine method of shipment by utilizing knowledge of shipping procedures, rates and routes. 9) Attach shipping labels on packed stencils or cartons; identify shipping information on goods, using stenciling equipment. 10) Examine outgoing shipments and make sure they conform with specifications. 11) Maintain inventory of shipping materials as well as supplies.	
LEVEL 1	**<u>Despatch</u>**	**<u>Despatch</u>**	No Level

AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)
	1) Identify items and containers of incoming and outgoing shipments and verifying them against consignment records.	1) Identify items and containers of incoming and outgoing shipments and verifying them against consignment records.	
	2) Ensure outgoing shipments are in good condition and meet specifications	2) Ensure outgoing shipments are in good condition and meet specifications.	
	3) Arrange internal distribution of goods received.	3) Arrange internal distribution of goods received.	
	4) Organise the despatch of goods with completed documentation.	4) Organise the despatch of goods with completed documentation.	
	5) Maintain prescribed records of goods received and despatched.	5) Maintain prescribed records of goods received and despatched.	
	6) Examine shipping documents and verify cargo to be released.	6) Examine shipping documents and verify cargo to be released.	
	7) Record customs clearance requirements and authorize collection of cargo.	7) Record customs clearance requirements and authorize collection of cargo.	
	8) Calculate storage and clearance charges and billing customers.	8) Calculate storage and clearance charges and billing customers.	
	9) Receive details of outgoing cargo, and arrange bookings of freight space and collection of goods from customers.	9) Receive details of outgoing cargo, and arrange bookings of freight space and collection of goods from customers.	
	10) Provide information to customers on custom tariffs, tariff classifications and concessions, and clearing goods methods.	10) Provide information to customers on custom tariffs, tariff classifications and concessions, and clearing goods methods.	
	11) Organize item orders by editing for price, promotions, weight compliance.	11) Organize item orders by editing for price, promotions, weight compliance.	

AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)
	12) Arrange shipments by checking stock to determine inventory levels; anticipating delivery requirements; placing and expediting orders. 13) Ship items by examining items, destination, route, rate, delivery time; ordering carriers. 14) Verify items shipped by matching bills of lading. 15) Keep customers informed by forwarding notice of item availability, shipment date and method, and current status; answering questions. 16) Replace damaged items, shortages, and miss shipments by determining optimal response of replacement or credit.	12) Arrange shipments by checking stock to determine inventory levels; anticipating delivery requirements; placing and expediting orders. 13) Ship items by examining items, destination, route, rate, delivery time; ordering carriers. 14) Verify items shipped by matching bills of lading. 15) Keep customers informed by forwarding notice of item availability, shipment date and method, and current status; answering questions. 16) Replace damaged items, shortages, and miss shipments by determining optimal response of replacement or credit.	

AREA	Support Activities for Water Transportation (Pilotage)	Support Activities for Water Transportation (Towage)	Support Activities for Water Transportation (Mooring – Ship)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Pilot Superintendent** 1) Analyse VHF radio communication and the efficiency of VHF radio usage. 2) Consult maps, charts, weather reports, and navigation equipment to determine and direct ship movements. 3) Monitor the speed of pilot boat based on specialized knowledge of local winds, weather, water depths, tides, currents, and hazards. 4) Manage pilot office safety at port in accordance with safety regulations provided. 5) Plan the activities of port pilot office. 6) Plan manpower tasking and schedule and pilot boat complaints management.	Not Available	Not Available

AREA	Support Activities for Water Transportation (Pilotage)	Support Activities for Water Transportation (Towage)	Support Activities for Water Transportation (Mooring – Ship)
LEVEL 4	**Pilot** 1) Interpret VHF radio instruction. 2) Prepare and setup equipment and devices for VHF communication. 3) Carry out VHF radio communication. 4) Supervise the efficiency of VHF radio usage. 5) Supervise pilot office safety at port in accordance with safety regulations provide. 6) Guide pilot boat direction to destination. 7) Assist in guiding the speed of boat to reach the destination based on specialised knowledge of local winds, weather, water depths, tides, currents, and hazards. 8) Implement manpower tasking according to schedule. 9) Coordinate pilot boat complaint management.	**Tug Master** 1) Determine course and towing speed on basis of specialised knowledge of local winds, weather, tides and current. 2) Check navigation devices, such as radar, sonic depth finder, compass and sextant and other aids to navigation, such as lighthouses and buoys. 3) Perform general maintenance work. 4) Supervise ship movements in ports. 5) Supervise workers on deck to rig towlines 6) Supervise the steering of the tugboat, to push or pull vessels to destination and to berth and un-berth ships, avoiding reefs, outlying shoals, and other hazards to shipping. 7) Assist in giving instruction to tugboat.	Not Available
LEVEL 3	No Level	**Tug Officer/Engineer**	**Mooring Supervisor**

AREA	Support Activities for Water Transportation (Pilotage)	Support Activities for Water Transportation (Towage)	Support Activities for Water Transportation (Mooring – Ship)
		1) Identify course and towing speed on basis of specialised knowledge of local winds, weather, tides and current. 2) Steer tugboat to push or pull vessels to destination and to berth and un-berth ships, avoiding reefs, outlying shoals, and other hazards to shipping. 3) Utilise navigation devices, such as radar, sonic depth finder, compass and sextant and other aids to navigation, such as lighthouses and buoys. 4) Assist in ship movements in ports and in giving instruction to tugboat. 5) Assist in performance of general maintenance work. 6) Assist in operation of all vessel equipment. 7) Assist workers on deck to rig towlines.	1) Supervise ocean-going oil tanker lightering operations. 2) Supervise the transfer of oil into the lightering vessel to ensure that no leaks or spills occur. 3) Supervise the disengagement of hoses and manoeuvring of vessels upon completion of the operation. 4) Ensure that safe and environmental procedures, operating procedures and weather parameters are followed. 5) Ensure that workers of both the lightering vessel and the vessel to be lightered are familiar with the comply with safety requirements.
LEVEL 2	No Level	**Able Bodied Seaman** 1) Identify rig towing and mooring lines. 2) Utilise first aid equipment. 3) Act as the surface swimmer.	**Boat Crew** 1) Identify rig towing and mooring lines. 2) Utilise first aid equipment. 3) Act as the surface swimmer.

AREA	Support Activities for Water Transportation (Pilotage)	Support Activities for Water Transportation (Towage)	Support Activities for Water Transportation (Mooring – Ship)
		4) Assist in operating damage control equipment.	4) Assist in operating damage control equipment.
LEVEL 1	No Level	No Level	No Level

AREA	Support Activities for Water Transportation (Mooring – Port)	Support Activities for Water Transportation (Storage)	Support Activities for Water Transportation (Consolidation & Distribution(C&D))
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	Not Available	**Warehousing Manager** 1) Create cargo compatibility principles. 2) Consult cargo consignee/shipper. 3) Analyse cargo consignment volume. 4) Formulate cargo storage policy. 5) Manage area/space stacking, segregation policy and space utilization. 6) Manage equipment fleet size & capacity and cost-effectiveness. 7) Review transportation type and origin/destination. 8) Manage transportation cost effectiveness and urgency. 9) Manage documentation correct and complete. 10) Review packaging material suitability, value add, cost, and design.	**Warehousing Manager** 1) Create cargo compatibility principles. 2) Consult cargo consignee/shipper. 3) Analyse cargo consignment volume. 4) Formulate cargo storage policy. 5) Manage area/space stacking, segregation policy and space utilization. 6) Manage equipment fleet size & capacity and cost-effectiveness. 7) Review transportation type and origin/destination. 8) Manage transportation cost effectiveness and urgency. 9) Manage documentation correct and complete. 10) Review packaging material suitability, value add, cost, and design.

AREA	Support Activities for Water Transportation (Mooring – Port)	Support Activities for Water Transportation (Storage)	Support Activities for Water Transportation (Consolidation & Distribution(C&D))
LEVEL 4	Not Available	**Warehousing Executive** 1) Administrate cargo compatibility principles. 2) Administrate equipment fleet size, capacity and cost-effectiveness. 3) Coordinate cargo consignee/shipper. 4) Collate cargo consignment volume. 5) Monitor cargo inventory. 6) Monitor transportation urgency and cost-effectiveness. 7) Monitor documentation correct and complete. 8) Propose area/space stacking and segregation policy. 9) Propose cargo storage policy. 10) Monitor area/space utilization. 11) Confirm transportation type. 12) Propose packaging material suitability, material value add, cost and design.	**Warehousing Executive** 1) Administrate cargo compatibility principles. 2) Administrate equipment fleet size, capacity and cost-effectiveness. 3) Coordinate cargo consignee/shipper. 4) Collate cargo consignment volume. 5) Monitor cargo inventory. 6) Monitor transportation urgency and cost-effectiveness. 7) Monitor documentation correct and complete. 8) Propose area/space stacking and segregation policy. 9) Propose cargo storage policy. 10) Monitor area/space utilization. 11) Confirm transportation type. 12) Propose packaging material suitability, material value add, cost and design.
LEVEL 3	**Mooring Supervisor** 1) Supervise ocean-going oil tanker lightering operations.	**Storage Supervisor** 1) Check import/ export documentation to determine cargo contents.	**C&D Supervisor** 1) Confirm cargo consignment volume. 2) Confirm equipment capacity.

AREA	Support Activities for Water Transportation (Mooring – Port)	Support Activities for Water Transportation (Storage)	Support Activities for Water Transportation (Consolidation & Distribution(C&D))
	2) Supervise the transfer of oil into the lightering vessel to ensure that no leaks or spills occur. 3) Supervise the disengagement of hoses and maneuvering of vessels upon completion of the operation. 4) Ensure that safe and environmental procedures, operating procedures and weather parameters are followed. 5) Ensure that workers of both the lightering vessel and the vessel to be lightered are familiar with the comply with safety requirements.	2) Check cargo inventory. 3) Monitor cargo consignment volume. 4) Supervise storage area/ space stacking. 5) Supervise storage area/ space segregation. 6) Supervise storage area/ space utilisation. 7) Ensure a storage area/ space compatibility. 8) Confirm equipment suitability.	3) Confirm transportation origin/ destination, transportation urgency, transportation capacity and transportation. 4) Supervise area/ space compatibility. 5) Supervise transportation activities. 6) Prepare import/ export documentation to determine cargo contents. 7) Schedule equipment suitability.
LEVEL 2	**Mooring Gang** 1) Steer the boat or any type of transportation used in or on the water safely and smoothly. 2) Perform watch keeping duties on the bridge and steers the ship applying the helm orders given by watchkeeping officer.	**Storage Assistant** 1) Assist in checking import/export documentation to determine cargo contents. 2) Ensure cargo consignment volume. 3) Record cargo inventory. 4) Comply to area/space stacking factor. 5) Carry out storage area/ space segregation. 6) Confirm storage area/ space utilisation.	**C&D Assistant** 1) Identify the types of cargo and goods carried on a ship. 2) Identify cargo consignment volume. 3) Identify equipment capacity. 4) Identify transportation type. 5) Locate consignee/shipper cargo. 6) Record cargo inventory.

AREA	Support Activities for Water Transportation (Mooring – Port)	Support Activities for Water Transportation (Storage)	Support Activities for Water Transportation (Consolidation & Distribution(C&D))
	3) Carry out routine maintenance checks on the engine and weed-hatch as laid down in the ship. 4) Operate fire equipment and ship's rescue boats. 5) Assist in checking and responding to the information shown on the instrument panel on the boat. 6) Assist the bridge officers in ship's navigation, maintenance of nautical charts and maps.	7) Identify storage equipment suitability. 8) Check storage area/ space compatibility.	7) Carry out cargo compatibility confirmation. 8) Carry out transportation from origin to destination. 9) Execute warehouse area or space segregation at the port. 10) Assist in preparing import/export documentation to determine cargo contents. 11) Assist in scheduling equipment suitability. 12) Ensure warehouse area/space compatibility. 13) Ensure transportation urgency, capacity and compatibility.
LEVEL 1	No Level	**Cargo / Equipment Handler** 1) Identify the types of cargo and goods carried on a ship. 2) Identify warehouse area or space utilisation. 3) Identify cargo compatibility. 4) Segregate warehouse area at the port.	**Cargo / Equipment Handler** 1) Identify the types of cargo and goods carried on a ship. 2) Identify warehouse area or space utilisation. 3) Identify cargo compatibility. 4) Segregate warehouse area at the port.

AREA	Support Activities for Water Transportation (Mooring – Port)	Support Activities for Water Transportation (Storage)	Support Activities for Water Transportation (Consolidation & Distribution(C&D))
		5) Confirm equipment compatibility in allocated space.	5) Confirm equipment compatibility in allocated space.

AREA	Support Activities for Water Transportation (Packaging)	Support Activities for Water Transportation (Liquid Storage)	Support Activities for Water Transportation (Cruise/ Passanger)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Warehousing Manager** 1) Create cargo compatibility principles. 2) Consult cargo consignee/shipper. 3) Analyse cargo consignment volume. 4) Formulate cargo storage policy. 5) Manage cargo inventory. 6) Manage area/space stacking, segregation policy and space utilization. 7) Manage equipment fleet size & capacity and cost-effectiveness. 8) Review transportation type and origin/destination. 9) Manage transportation cost effectiveness and urgency. 10) Manage documentation correct and complete. 11) Review packaging material suitability, value add, cost, and design.	**Terminal Manager** 1) Coordinate all inbound and outbound liquid activities into the refining facility, including all truck and rail loading and off-loading operations. 2) Load of correct products to specific customers, load to accurate legal weights, proper filtration, sampling and identification of fuel loads for retaining samples. 3) Coordinate terminal schedules and assignments including PTO and overtime requirements. 4) Prepare related shipping documentation for all shipments sent to customers. 5) Manage all bulk liquids, storage, and transfer process through the facility tank farm.	**Operation Manager** 1) Plan and analyse port information, vessel data and vessel performance data. 2) Plan and schedule voyages. 3) Manage the preventing of cargo claims and vessel damage claims. 4) Interact with sales team to develop cargo transportation solutions. 5) Monitor the operations assistant manager duties. 6) Verify selection of vendors for bunkers, agency, support services and stevedoring in consultation with the technical services. 7) Verify the availability of cargo handling and securing equipment in ports according to technical department requirements.

AREA	Support Activities for Water Transportation (Packaging)	Support Activities for Water Transportation (Liquid Storage)	Support Activities for Water Transportation (Cruise/ Passanger)
		6) Log pertinent information associated with loading and transportation for both regulatory and Noble Oil (SOP) compliance. 7) Ensure clean and well-organized work areas. 8) Ensure accurate physical inventory reports of bulk products in the tank farm. 9) Ensure quality control of all inbound and outbound loads to confirm tanker cleanliness and safety. 10) Interact with Maintenance personnel for daily and project-based maintenance activities.	
LEVEL 4	**Warehousing Executive** 1) Administrate cargo compatibility principles. 2) Administrate equipment fleet size, capacity and cost-effectiveness. 3) Coordinate cargo consignee/shipper. 4) Collate cargo consignment volume. 5) Monitor cargo inventory. 6) Monitor transportation urgency and cost-effectiveness.	**Assistant Terminal Manager** 1) Administrate cargo compatibility principles 2) Administrate equipment fleet size, capacity and cost-effectiveness. 3) Coordinate cargo consignee/shipper. 4) Collate cargo consignment volume. 5) Monitor cargo inventory. 6) Monitor transportation urgency and cost-effectiveness.	**Assistant Operation Manager** 1) Monitor the operations supervisor duties. 2) Schedule voyages in consultation. 3) Present to all meeting attendees a concise but complete summary of the status of each vessel under the Operation Manager's control. 4) Coordinate cargo loading operations with the assigned Port Captain and Line Manager.

AREA	Support Activities for Water Transportation (Packaging)	Support Activities for Water Transportation (Liquid Storage)	Support Activities for Water Transportation (Cruise/ Passanger)
	7) Monitor documentation correct and complete. 8) Propose area/space stacking and segregation policy. 9) Propose cargo storage policy. 10) Monitor area/space utilization. 11) Confirm transportation type. 12) Propose packaging material suitability, material value add, cost and design.	7) Monitor documentation correct and complete. 8) Propose area/space stacking and segregation policy. 9) Propose cargo storage policy. 10) Monitor area/space utilization. 11) Confirm transportation type. 12) Propose packaging material suitability, material value add, cost and design.	5) Determine the availability of cargo handling and securing equipment in ports according to Technical department requirements. 6) Prepare a written report following each vessel attendance, summarising all relevant information and forwarding it to the Operations Manager. 7) Implement ISO procedures in operational matters.
LEVEL 3	**Packaging Supervisor** 1) Check space utilization. 2) Prepare complete documentation. 3) Confirm cargo types and cargo fragility. 4) Confirm packaging material type. 5) Confirm packaging material value-add. 6) Confirm packaging material cost. 7) Confirm packaging material design. 8) Ensure cargo ease of handling.	**Supervisor** 1) Supervise day to day operations of liquid storage tanks and a DOT regulated pipeline. 2) Monitor SCADA computer and troubleshoot problems as they arise. 3) Record gauges, temperature readings, and take samples from liquid storage tanks. 4) Supervise product transfer alignments including piping, pumps, & associated valves. 5) Perform daily inspections of pipelines and valves.	**Equipment Supervisor** 1) Carry out clerical work and data entry. 2) Coordinate cargo loading operations with the assigned Operation Manager. 3) Confirm vendors for bunkers, agency, support services and stevedoring in consultation with the Operation Manager and Technical Services. 4) Confirm the availability of cargo handling and securing equipment in ports according to Technical department requirements. 5) Assist in preparing a written report following each vessel attendance,

AREA	Support Activities for Water Transportation (Packaging)	Support Activities for Water Transportation (Liquid Storage)	Support Activities for Water Transportation (Cruise/ Passanger)
		6) Responsible for the safe and efficient loading and unloading of rail cars and tank trucks. 7) Inspect all containers before loading and after loading to ensure that the container meets Department of Transportation regulations and standards. 8) Ensure that proper shipping weights, seal numbers are recorded, and logs are completed.	summarising all relevant information and forwarding it to the Operations Manager.
LEVEL 2	**Packaging Assistant** 1) Assist in confirming cargo types. 2) Assist in confirming cargo fragility. 3) Assist in ensuring cargo ease of handling. 4) Assist in double checking space utilization. 5) Assist in preparing a correct and complete documentation. 6) Identify packaging material type, packaging material value-add, packaging material cost and packaging material design.	**Handler** 1) Attach identifying tags to containers or mark them with identifying information. 2) Read work orders or receive oral instructions to determine work assignment, material or equipment needs. 3) Record numbers of units handled or moved, using daily production sheets or work tickets. 4) Move freight, stock, or other materials to and from storage or production areas, loading docks, delivery vehicles, ships, or containers, by hand or using trucks, tractors, or other equipment.	**Equipment Operator** 1) Determine types of material 2) Determine materials quantity 3) Determine materials suppliers 4) Carry out delivery at wharf 5) Carry out delivery at anchorage 6) Assist in documentation

AREA	Support Activities for Water Transportation (Packaging)	Support Activities for Water Transportation (Liquid Storage)	Support Activities for Water Transportation (Cruise/ Passanger)
		5) Sort cargo before loading and unloading. 6) Assemble product containers or crates, using hand tools and precut lumber. 7) Load and unload ship cargo, using winches or other hoisting devices. 8) Connect hoses and operate equipment to move liquid materials into and out of storage tanks on vessels. 9) Pack containers and re-pack damaged containers.	
LEVEL 1	**Cargo/Equipment Handler** 1) Identify the types of cargo and goods carried on a ship. 2) Identify warehouse area or space utilisation. 3) Identify cargo compatibility. 4) Obtain cargo consignee/shipper and details of consignee/shipper. 5) Segregate warehouse area or space at the port. 6) Confirm equipment compatibility in allocated space.	**General Worker** 1) Identify the types of cargo and goods carried on a ship. 2) Identify warehouse area or space utilisation. 3) Identify cargo compatibility. 4) Obtain cargo consignee/shipper and details of consignee/shipper. 5) Segregate warehouse area or space at the port. 6) Confirm equipment compatibility in allocated space.	**Cargo Handler** 1) Identify the types of cargo and goods carried on a ship. 2) Identify cargo consignee/shipper details. 3) Identify allocated cargo area or space utilisation. 4) Identify if equipment is suitable for cargo handling work. 5) Segregate area or space at the designated area.

AREA	Support Activities for Water Transportation (Containerised)	Support Activities for Water Transportation (Non – containerised)	Support Activities for Water Transportation (Stevedoring)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Operation Manager** 1) Plan and analyse port information, vessel data and vessel performance data. 2) Plan and schedule voyages. 3) Manage the preventing of cargo claims and vessel damage claims. 4) Interact with sales team to develop cargo transportation solutions. 5) Monitor the operations assistant manager duties. 6) Verify selection of vendors for bunkers, agency, support services and stevedoring in consultation with the technical services. 7) Verify the availability of cargo handling and securing equipment in ports according to technical department requirements.	**Operation Manager** 1) Plan and analyse port information, vessel data and vessel performance data. 2) Plan and schedule voyages. 3) Manage the preventing of cargo claims and vessel damage claims. 4) Interact with sales team to develop cargo transportation solutions. 5) Monitor the operations assistant manager duties. 6) Verify selection of vendors for bunkers, agency, support services and stevedoring in consultation with the technical services. 7) Verify the availability of cargo handling and securing equipment in ports according to technical department requirements.	**Operation Manager** 1) Plan and analyse port information, vessel data and vessel performance data. 2) Plan and schedule voyages. 3) Manage the preventing of cargo claims and vessel damage claims. 4) Interact with sales team to develop cargo transportation solutions. 5) Monitor the operations assistant manager duties. 6) Verify selection of vendors for bunkers, agency, support services and stevedoring in consultation with the technical services. 7) Verify the availability of cargo handling and securing equipment in ports according to technical department requirements.

AREA	Support Activities for Water Transportation (Containerised)	Support Activities for Water Transportation (Non – containerised)	Support Activities for Water Transportation (Stevedoring)
LEVEL 4	**Assistant Operation Manager** 1) Monitor the operations supervisor duties. 2) Schedule voyages in consultation. 3) Present to all meeting attendees a concise but complete summary of the status of each vessel under the Operation Manager's control. 4) Coordinate cargo loading operations with the assigned Port Captain and Line Manager. 5) Determine the availability of cargo handling and securing equipment in ports according to Technical department requirements. 6) Prepare a written report following each vessel attendance, summarising all relevant information and forwarding it to the Operations Manager. 7) Implement ISO procedures in operational matters.	**Assistant Operation Manager** 1) Monitor the operations supervisor duties. 2) Schedule voyages in consultation. 3) Present to all meeting attendees a concise but complete summary of the status of each vessel under the Operation Manager's control. 4) Coordinate cargo loading operations with the assigned Port Captain and Line Manager. 5) Determine the availability of cargo handling and securing equipment in ports according to Technical department requirements. 6) Prepare a written report following each vessel attendance, summarising all relevant information and forwarding it to the Operations Manager. 7) Implement ISO procedures in operational matters.	**Assistant Operation Manager** 1) Monitor the operations supervisor duties. 2) Schedule voyages in consultation. 3) Present to all meeting attendees a concise but complete summary of the status of each vessel under the Operation Manager's control. 4) Coordinate cargo loading operations with the assigned Port Captain and Line Manager. 5) Determine the availability of cargo handling and securing equipment in ports according to Technical department requirements. 6) Prepare a written report following each vessel attendance, summarising all relevant information and forwarding it to the Operations Manager. 7) Implement ISO procedures in operational matters.
LEVEL 3	**Equipment Supervisor** 1) Carry out clerical work and data entry.	**Equipment Supervisor** 1) Carry out clerical work and data entry.	**Stevedore Supervisor** 1) Supervise stevedores in their port and ensure that the team's work is done safely

AREA	Support Activities for Water Transportation (Containerised)	Support Activities for Water Transportation (Non – containerised)	Support Activities for Water Transportation (Stevedoring)
	2) Coordinate cargo loading operations with the assigned Operation Manager. 3) Confirm vendors for bunkers, agency, support services and stevedoring in consultation with the Operation Manager and Technical Services. 4) Confirm the availability of cargo handling and securing equipment in ports according to Technical department requirements. 5) Assist in preparing a written report following each vessel attendance, summarising all relevant information and forwarding it to the Operations Manager.	2) Coordinate cargo loading operations with the assigned Operation Manager. 3) Confirm vendors for bunkers, agency, support services and stevedoring in consultation with the Operation Manager and Technical Services. 4) Confirm the availability of cargo handling and securing equipment in ports according to Technical department requirements. 5) Assist in preparing a written report following each vessel attendance, summarising all relevant information and forwarding it to the Operations Manager.	and to the requirements of the port and its customers. 2) Supervise loading and unloading a ship's cargo and must follow the ship's plan to ensure that cargo is loaded and unloaded correctly. 3) Supervise and operates material-handling equipment (i.e., power winch, grain trimmer, crane, and lift truck) to transfer cargo into or from the hold of ships and around dock area. 4) Move large cargo containers to and from trucks and other ships. 5) Execute basic clerical duties and to moor and unmoor vessels upon arrival and departure.
LEVEL 2	**Equipment Operator** 1) Determine types of material. 2) Determine materials quantity. 3) Determine materials suppliers. 4) Carry out delivery at wharf. 5) Carry out delivery at anchorage. 6) Assist in documentation.	**Equipment Operator** 1) Determine types of material. 2) Determine materials quantity. 3) Determine materials suppliers. 4) Carry out delivery at wharf. 5) Carry out delivery at anchorage. 6) Assist in documentation.	**Signalman** 1) Interpret and break down any visual or radio message heading. 2) Report lost/damaged/inoperable equipment. 3) Hoist and haul down PREP for sunrise, morning and evening colors, and

233

AREA	Support Activities for Water Transportation (Containerised)	Support Activities for Water Transportation (Non – containerised)	Support Activities for Water Transportation (Stevedoring)
			frequently signals morning and evening colors by whistle. 4) Report to the Officer of The Deck (OOD) of all ships departing and arriving in the port and the movement of small boats in the harbour, and to provide the OOD with advance warning of possible dangers.
LEVEL 1	**Cargo Handler** 1) Identify the types of cargo and goods carried on a ship. 2) Identify cargo consignee/shipper details. 3) Identify allocated cargo area or space utilisation. 4) Identify if equipment is suitable for cargo handling work. 5) Segregate area or space at the designated area.	**Cargo Handler** 1) Identify the types of cargo and goods carried on a ship. 2) Identify cargo consignee/shipper details. 3) Identify allocated cargo area or space utilisation. 4) Identify if equipment is suitable for cargo handling work. 5) Segregate area or space at the designated area.	**Cargo Handler** 1) Identify the types of cargo and goods carried on a ship. 2) Identify cargo consignee/shipper details. 3) Identify allocated cargo area or space utilisation. 4) Identify if equipment is suitable for cargo handling work. 5) Segregate area or space at the designated area.

Table 4.56: List of Occupational Responsibilities for Group 522 based on Table 4.20 (13 of 29)

AREA	Support Activities for Water Transportation (Stevedoring)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Liquid Cargo)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Operation Manager** 1) Plan and analyse port information, vessel data and vessel performance data. 2) Plan and schedule voyages. 3) Manage the preventing of cargo claims and vessel damage claims. 4) Interact with sales team to develop cargo transportation solutions. 5) Monitor the operations assistant manager duties. 6) Verify selection of vendors for bunkers, agency, support services and stevedoring in consultation with the technical services. 7) Verify the availability of cargo handling and securing equipment in ports according to technical department requirements.	**Master** 1) Create cargo compatibility principles. 2) Consult cargo consignee/shipper. 3) Analyse cargo consignment volume. 4) Formulate cargo storage policy. 5) Manage cargo inventory. 6) Manage area/space stacking, segregation policy and space utilization. 7) Manage equipment fleet size & capacity and cost-effectiveness. 8) Review transportation type and origin/destination. 9) Manage transportation cost effectiveness and urgency. 10) Manage documentation correct and complete. 11) Review packaging material suitability, value add, cost, and design.	**Terminal Manager** 1) Coordinate all inbound and outbound liquid activities into the refining facility, including all truck and rail loading and off-loading operations. 2) Loading of correct products to specific customers, load to accurate legal weights, proper filtration, sampling and identification of fuel loads for retaining samples. 3) Coordinate terminal schedules and assignments including PTO and overtime requirements. 4) Prepare related shipping documentation for all shipments sent to customers. 5) Manage all bulk liquids, storage, and transfer process through the facility tank farm.

AREA	Support Activities for Water Transportation (Stevedoring)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Liquid Cargo)
			6) Log pertinent information associated with loading and transportation for both regulatory and Noble Oil (SOP) compliance. 7) Ensure quality control of all inbound and outbound loads to confirm tanker cleanliness and safety. 8) Interact with Maintenance personnel for daily and project-based maintenance activities.
LEVEL 4	**Assistant Operation Manager** 1) Monitor the operations supervisor duties. 2) Schedule voyages in consultation. 3) Present to all meeting attendees a concise but complete summary of the status of each vessel under the Operation Manager's control. 4) Coordinate cargo loading operations with the assigned Port Captain and Line Manager. 5) Determine the availability of cargo handling and securing equipment in	**Loading Master** 1) Administrate cargo compatibility principles. 2) Administrate equipment fleet size, capacity and cost-effectiveness. 3) Coordinate cargo consignee/shipper. 4) Collate cargo consignment volume. 5) Monitor cargo inventory. 6) Monitor transportation urgency and cost-effectiveness. 7) Monitor documentation correct and complete.	**Loading Master** 1) Administrate cargo compatibility principles. 2) Administrate equipment fleet size, capacity and cost-effectiveness. 3) Coordinate cargo consignee/shipper. 4) Collate cargo consignment volume. 5) Monitor cargo inventory. 6) Monitor transportation urgency and cost-effectiveness. 7) Monitor documentation correct and complete.

AREA	Support Activities for Water Transportation (Stevedoring)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Liquid Cargo)
	ports according to Technical department requirements. 6) Prepare a written report following each vessel attendance, summarising all relevant information and forwarding it to the Operations Manager.	8) Propose area/space stacking and segregation policy. 9) Propose cargo storage policy. 10) Monitor area/space utilization. 11) Confirm transportation type. 12) Propose packaging material suitability, material value add, cost and design.	8) Propose area/space stacking and segregation policy. 9) Propose cargo storage policy. 10) Monitor area/space utilization. 11) Confirm transportation type. 12) Propose packaging material suitability, material value add, cost and design.
LEVEL 3	**Stevedore Supervisor** 1) Supervise stevedores in their port and ensure that the team's work is done safely and to the requirements of the port and its customers. 2) Supervise loading and unloading a ship's cargo and must follow the ship's plan to ensure that cargo is loaded and unloaded correctly. 3) Supervise and operates material-handling equipment (i.e., power winch, grain trimmer, crane, and lift truck) to transfer cargo into or from the hold of ships and around dock area. 4) Move large cargo containers to and from trucks and other ships.	**Supervisor** 1) Check import/export documentation to determine cargo contents. 2) Check cargo inventory. 3) Monitor cargo consignment volume. 4) Supervise storage area/space stacking. 5) Supervise storage area/space segregation. 6) Supervise storage area/space utilisation. 7) Ensure a storage area/space compatibility. 8) Confirm equipment suitability.	**Supervisor** 1) Check import/export documentation to determine cargo contents. 2) Check cargo inventory. 3) Monitor cargo consignment volume. 4) Supervise storage area/space stacking. 5) Supervise storage area/space segregation. 6) Supervise storage area/space utilisation. 7) Ensure a storage area/space compatibility. 8) Confirm equipment suitability.

AREA	Support Activities for Water Transportation (Stevedoring)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Liquid Cargo)
	5) Execute basic clerical duties and to moor and unmoor vessels upon arrival and departure.		
LEVEL 2	**Winchman** 1) Determine loads or materials according to weight and size specifications. 2) Move levers, pedals, and throttles in order to stop, start and regulate speeds of hoist or winch drums in response to hand, bell, buzzer, telephone, loud-speaker, or whistle signals, or by observing dial indicators or cable marks. 3) Start engines of hoists or winches and use levers and pedals to wind or unwind cable on drums. 4) Observe equipment gauges and indicators and hand signals of other workers in order to verify load positions and/or depths. 5) Operate compressed air, diesel, electric, gasoline, or steam-driven hoists or winches in order to control movement of cableway, cages, derricks, draglines, loaders, railcars, or skips.	**Hose Handler** 1) Attach identifying tags to containers or mark them with identifying information. 2) Read work orders or receive oral instructions to determine work assignments or material or equipment needs. 3) Record numbers of units handled or moved, using daily production sheets or work tickets. 4) Move freight, stock, or other materials to and from storage or production areas, loading docks, delivery vehicles, ships, or containers, by hand or using trucks, tractors, or other equipment. 5) Sort cargo before loading and unloading. 6) Assemble product containers or crates, using hand tools and precut lumber. 7) Load and unload ship cargo, using winches or other hoisting devices.	**Technician** 1) Assist in checking import/export documentation to determine cargo contents. 2) Ensure cargo consignment volume. 3) Record cargo inventory. 4) Comply to area/space stacking factor. 5) Carry out storage area/space segregation. 6) Confirm storage area/ space utilisation. 7) Identify storage equipment suitability. 8) Check storage area/ space compatibility.

AREA	Support Activities for Water Transportation (Stevedoring)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Liquid Cargo)
	6) Move or reposition hoists, winches, loads, and materials, manually or using equipment and machines such as trucks, cars, and hand trucks.	8) Connect hoses and operate equipment to move liquid materials into and out of storage tanks on vessels. 9) Pack containers and re-pack damaged containers.	
LEVEL 1	**<u>Cargo Handler</u>** 1) Identify the types of cargo and goods carried on a ship. 2) Identify cargo consignee/shipper details. 3) Identify allocated cargo area or space utilisation. 4) Identify if equipment is suitable for cargo handling work. 5) Segregate area or space at the designated area.	No Level	No Level

AREA	Support Activities for Water Transportation (Bunkering)	Support Activities for Water Transportation (Bunkering)	Support Activities for Water Transportation (Waste Disposal)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Master** 1) Administrate in confirm bunker type, amount, price and delivery time. 2) Ensure documentation accuracy and completeness. 3) Adhere to safety international standards. 4) Comply to vessel requirement safety.	**Terminal Manager** 1) Manage supplier relationships (with oil majors/minor, traders and brokers). 2) Negotiate and execute all bunker purchasing contracts with suppliers. 3) Ensure timely and efficient delivery of fuels for the global fleet. 4) Develop a strategic approach to group bunker purchases.	Not Available
LEVEL 4	**Chief Engineer** 1) Assist master in confirm bunker type, amount, price and delivery time. 2) Ensure documentation accuracy and completeness. 3) Adhere to safety international standard. 4) Comply to vessel requirement safety.	**Assistant Terminal Manager** 1) Assist terminal manager in confirm bunker type, amount, price and delivery time. 2) Ensure documentation accuracy and completeness. 3) Adhere to safety international standards.	Not Available

AREA	Support Activities for Water Transportation (Bunkering)	Support Activities for Water Transportation (Bunkering)	Support Activities for Water Transportation (Waste Disposal)
		4) Comply to vessel requirement safety.	
LEVEL 3	**Bunkering Services Supervisor** 1) Confirm bunker type, amount, price and delivery time. 2) Ensure documentation accuracy and completeness. 3) Adhere to safety international standards. 4) Comply to vessel requirement safety.	**Supervisor** 1) Confirm bunker type, amount, price and delivery time. 2) Ensure documentation accuracy and completeness. 3) Adhere to safety international standards. 4) Comply to vessel requirement safety.	Not Available
LEVEL 2	**Pumpman** 1) Carry out liquid transfer pumps, valves, strainers, deck machinery and piping. 2) Perform condition-based monitoring and general maintenance actions. 3) Perform minor mechanical duties. 4) Perform minor engineering duties as assigned. 5) Assist in monitoring and maintains well pressurization. 6) Assist in repairing and rebuilding valves, fittings, pumps, glands and stuffing tubes. 7) Participate in casualty drills, fire drills, collision and evacuation drills.	**Technician** 1) Carry out liquid transfer pumps, valves, strainers, deck machinery and piping. 2) Perform condition-based monitoring and general maintenance actions. 3) Perform minor mechanical duties. 4) Perform minor engineering duties as assigned. 5) Assist in monitoring and maintains well pressurization. 6) Assist in repairing and rebuilding valves, fittings, pumps, glands and stuffing tubes. 7) Participate in casualty drills, fire drills, collision and evacuation drills.	**Equipment Operator** 1) Determine waste types. 2) Determine waste quantity. 3) Determine waste disposal point. 4) Determine waste receptacle type. 5) Follow signage instructions.

AREA	Support Activities for Water Transportation (Bunkering)	Support Activities for Water Transportation (Bunkering)	Support Activities for Water Transportation (Waste Disposal)
LEVEL 1	**Ship Crew** 1) Identify bunker samples. 2) Identify bunker amount. 3) Adhere bunker bunkering point. 4) Adhere mode via wharf. 5) Comply mode via barge. 6) Comply safety standard. 7) Comply to safety vessel requirement.	**General Worker** 1) Identify bunker samples. 2) Identify bunker amount. 3) Adhere bunker bunkering point. 4) Adhere mode via wharf. 5) Comply mode via barge. 6) Comply safety standard. 7) Comply to safety vessel requirement.	**Cargo Handler** 1) Identify types of waste. 2) Identify waste quantity. 3) Identify waste disposal point. 4) Identify waste receptacle type. 5) Assist in completing checklist.

Table 4.58: List of Occupational Responsibilities for Group 522 based on Table 4.21 and Table 4.22 (15 of 29)

AREA	Support Activities for Water Transportation (Ship Chandling)	Support Activities for Water Transportation (Lashing)	Support Activities for Water Transportation (Cargo Planning)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Manager** 1) Specialists in supplies or equipment for ships. 2) Responsible for the safety of the gangs/stevedores working onboard ship/vessel to prevent such accident like hazardous materials from small to big piece of metals that may fall from gantry & containers as well as lashing materials that splattered all vessel especially on top of hatch covers, access way walk & cross walk. 3) Preparing & making a report to the managers & supervisors for completion of jobs hand over to the next duty foreman, gangs/stevedores for other status if the vessel is still not completed.	**Manager** 1) Supervising gangs / stevedores, giving correct information & assign jobs of their duties & responsibilities such as lashings & unlashing of cargoes according to the plan. 2) Coordinating to control / ship planner & others supervisors of shipside / quay yard, stacking yard areas as well as equipment controller foreman/supervisor for work cue activities. 3) Making an immediate decision & sharing idea to the ship planners as well as equipment controller foreman on some miscalculation of work cues, job orders for the discharging & loading containers for better & smooth operations.	**Cargo Planning Manager** 1) Protecting customer service, company revenues and operational stability, ensuring damage limitation and minimising cost. 2) Coordinate across departmental boundaries in order to influence and negotiate issues with key strategic partner. 3) Determine the future season's operational requirements. 4) Consider the fleet impact on cargo operations, as well as IT and other infrastructure development plans. 5) Coordinate vessel schedules. 6) Take the working loads of the ship structure into account.

AREA	Support Activities for Water Transportation (Ship Chandling)	Support Activities for Water Transportation (Lashing)	Support Activities for Water Transportation (Cargo Planning)
	4) Promoting a good leadership, communications & coordination to the ship's crew for better & smooth operations. 5) Evaluates financial statements and makes budget proposals. 6) Responsible for hiring Purchase Manager.	4) Responsible for the safety of the gangs/stevedores working onboard ship/vessel to prevent such accident like hazardous materials from small to big piece of metals that may fall from gantry & containers as well as lashing materials that splattered all vessel especially on top of hatch covers, access way walk & cross walk. 5) Preparing & making a report to the managers & supervisors for completion of jobs hand over to the next duty foreman, gangs/stevedores for other status if the vessel is still not completed.	
LEVEL 4	**Assistant Manager** 1) Manage in confirm types of material. 2) Manage in confirm materials quantity. 3) Manage in confirm delivery point at wharf. 4) Manage in confirm delivery point at anchorage. 5) Supervise delivery activities. 6) Perform documentation corrections.	**Assistant Manager** 1) Responsible to confirm vessel types, vessel bay plan, vessel lasing plan and vessel total exchange calculation. 2) Determine container type. 3) Confirm lashing materials type conformation, lashing materials quantity confirmation and lashing materials location.	**Cargo Planning Executive** 1) Record, initiate enter the cargos or shipments to the logistics system to ensure existing information for further processing. 2) Pack, prepare, classify and hold the shipments according to destination and the routing to be handled by assigned staff.

AREA	Support Activities for Water Transportation (Ship Chandling)	Support Activities for Water Transportation (Lashing)	Support Activities for Water Transportation (Cargo Planning)
		4) Confirm number of manpower. 5) Supervise vessel loading & discharge sequence.	3) Calculate, account and provide information about the shipment statistics. 4) Perform material handling, receive and deliver to the desired routing, processing, recipient or any other concerned party. 5) Communicate, coordinate, follow up and report about on processing or hold items to be manipulated, delivered to other parties, or provide feedback about status.
LEVEL 3	**Handling Supervisor** 1) Confirm types of material. 2) Confirm materials quantity. 3) Confirm delivery point at wharf. 4) Confirm delivery point at anchorage. 5) Supervise delivery activities. 6) Perform documentation corrections.	**Lasher Supervisor** 1) Responsible to confirm vessel types, vessel bay plan, vessel lasing plan and vessel total exchange calculation. 2) Determine container type. 3) Confirm lashing materials type conformation, lashing materials quantity confirmation and lashing materials location. 4) Confirm number of manpower. 5) Supervise vessel loading & discharge sequence.	**Cargo Planner** 1) Assess loading/discharging suitability of the ship. 2) Allocate quay handling equipment. 3) Organise adequate storage. 4) Communicate with port operatives to assign destinations for the cargo. 5) Aware of the different properties of cargoes.

AREA	Support Activities for Water Transportation (Ship Chandling)	Support Activities for Water Transportation (Lashing)	Support Activities for Water Transportation (Cargo Planning)
LEVEL 2	**Equipment Operator** 1) Determine types of materials. 2) Determine materials quantity. 3) Determine materials suppliers. 4) Carry out delivery at wharf. 5) Carry out delivery at anchorage. 6) Assist in documentation.	**Lashing Foreman** 1) Determine vessel types and bay plan. 2) Confirm vessel lashing plan, total exchange confirmation, loading & discharge sequence. 3) Confirm lashing materials location and type. 4) Determine container type.	**Cargo Planning Assistant** 1) Check import/export documentation to determine cargo contents. 2) Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs. 3) Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents. 4) Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
LEVEL 1	**Cargo Handler** 1) Identify types of materials. 2) Identify material quantity. 3) Assist delivery at wharf. 4) Assist delivery at anchorage.	**Lasher** 1) Identify vessel types, bay plan, lashing plan and total exchange. 2) Identify types of lashing materials. 3) Identify lashing materials location and quantity. 4) Identify container type. 5) Carry out vessel loading & discharge sequence.	No Level

AREA	Support Activities for Water Transportation (Berth Planning)	Support Activities for Water Transportation (Yard Planning)	Support Activities for Water Transportation (Ship Planning)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Berth Planning Manager** 1) Interact with the lines / vessel operators to obtain their planned long-term schedules. 2) Create vessel schedules. 3) Maintain service rotation and vessel call information in the Terminal Operating System. 4) Create master berth plan with ideal vessel allocation to the berths to exercise the first come first served policy. 5) Communicate the finalized berthing to all the stake holders in-house and the port users. 6) Keep all involved duly informed of any changes to the vessel ETA's immediately.	**Yard Planning Manager** 1) Responsible for planning imports discharged from the ship. 2) Responsible for proper positioning of all containers as appropriate including groupage, reefer, hazardous and transshipment boxes. 3) Responsible to plan the yard to move export containers to the berth in most efficient manner. 4) Responsible for optimising use of space in the yard and for closely monitoring all movements to avoid delays or mis-directed containers.	**Ship Planning Manager** 1) Plan and implement overall shipping strategy. 2) Use shipping software to organize and prioritize shipping activities. 3) Oversee the whole shipping process. 4) Suggest solutions for process optimization. 5) Inspect labels and barcodes. 6) Supervise and oversee shipping team members. 7) Set and control shipping and distribution budget. 8) Build and maintain professional relationships with relevant internal and external stakeholders.

AREA	Support Activities for Water Transportation (Berth Planning)	Support Activities for Water Transportation (Yard Planning)	Support Activities for Water Transportation (Ship Planning)
LEVEL 4	**Berth Planning Executive** 1) Assists Berth Planning Manager in creating vessel schedules. 2) Responsible in berthing arrangement. 3) Responsible for pre-arrival and ETA communication with masters. 4) Monitor port performance/ ability for highly efficient vessel operations at ports. 5) Monitor vessel performance/ ability to comply with schedules.	**Yard Planning Executive** 1) Update any issue or problems in terminal that need to focus in term of planning or operation. 2) Upgrade as an empty nomination planner which closely workout or directly contact with shipping line to nominate empty containers. 3) Directly reported to Yard Duty Officer (Senior Exec) regarding planning issue especially, damage and accident. 4) Responsible to handle such direct loading / discharge / OOG or UC cargo. 5) Planned outbound loading summary.	**Ship Planning Executive** 1) Plan for the discharging and loading of containers for vessels to ensure the efficient and cost-effective operation of vessels. 2) Responsible to make sure each shipment is handled in the correct way, this will. 3) Responsible for vessel stability and safety requirements during loading and unloading of cargo. 4) Responsible for ensuring that all containers bound for discharge and loading have all necessary travel plans and exception.
LEVEL 3	**Berth Planner** 1) Responsible for the preparation and communication of the terminal berthing plan as determined in close cooperation with the vessel operators. 2) Responsible for pre-breakbulk activities and administrative support. 3) Forecast requirements based on input from planning department.	**Yard Planner** 1) Arrange the allocation of all containers in the port. 2) Manage containers tracking data to optimise container planning. 3) Prepare daily stock status reports. 4) Ensure planning of discharge/load units are located near to vessels, assigned berth.	**Ship Planner** 1) Develops the loading and cargo stowage plan for the vessel and oversees the general loading process. 2) Arranges for the maximum use of vessel space and cargo movement, including arrangements that take into account the port's loading facilities.

AREA	Support Activities for Water Transportation (Berth Planning)	Support Activities for Water Transportation (Yard Planning)	Support Activities for Water Transportation (Ship Planning)
	4) Constantly update and adjust the Vessel Berthing.	5) Storage calculation for outstanding empty/full containers.	3) Makes cargo substitutions, based the demands of shipper's schedule. 4) Notifies the stevedoring company of the manpower and equipment required to unload and reload the ship. 5) Inspects the cargo area and notes the stowage conditions aboard. 6) Makes adjustments to the loading process for the safety of the ship.
LEVEL 2	**Berth Planning Assistant** 1) Assists in prepare and communicate with the terminal berthing plan. 2) Coordinate critical organisational tasks. 3) Simplify the process for managing and maintaining survey and audit reports for the issue of certificates. 4) Provide cost-effective management of requisitions and spare parts ordering. 5) Facilitate the review and planning, in coordination with all ashore and onboard staff, of all contingency plan.	No Level	No Level

AREA	Support Activities for Water Transportation (Berth Planning)	Support Activities for Water Transportation (Yard Planning)	Support Activities for Water Transportation (Ship Planning)
LEVEL 1	No Level	No Level	No Level

AREA	Support Activities for Water Transportation (Port Hydrographic Surveyor)	Support Activities for Water Transportation (Port Security)	Support Activities for Water Transportation (Port Fire Fighter)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Hydrographic Surveyor** 1) Make sure that marine resources and environments are maintained, explored and utilised in an ethical and sustainable manner. 2) Collecting scientific data and mapping the underwater topography of oceanic and inland bodies of water. 3) helps in the plotting of charts, maps and routes for navigation purposes. 4) Involve in the planning process when it comes to laying and installing communications infrastructure such as underwater and seabed cables, transmitters and sonar equipment. 5) Facilitate marine research into ocean currents and the effect of climate change	**Seaport Security Manager** 1) Maintains and updates the Port's approved Security Plans. 2) Remains on call after regular office hours to respond to Port Operation and Security requirements and/or emergency call-outs. 3) Ensures that procedures for the transportation and storage of dangerous goods and explosives within Port limits are maintained, and monitors compliance with such procedures. 4) Assists with the preparation of specifications, tenders, submissions for approval as required for security and security related capital improvement of Port facilities, in compliance with Port policy.	**Fire Fighter Manager** 1) Implement action as Incident Commander to resolve an incident. 2) Debrief personnel to review and learn from the incident. 3) Deliver training and assessments. 4) Responsible to identify new equipment and arrange for its purchase. 5) Organize for the modification of the prevailing equipment. 6) Responsible for formulating corrective actions toward dealing major fire emergencies. 7) Organize for a training program for the crew members to be introduced to new firefighting appliances.

AREA	Support Activities for Water Transportation (Port Hydrographic Surveyor)	Support Activities for Water Transportation (Port Security)	Support Activities for Water Transportation (Port Fire Fighter)
	and industrialisation on marine environments.	5) Develops a Port Security and Emergency Preparedness budget for approval and, when approved, monitors and controls expenditures for port security.	
LEVEL 4	**Assistant Hydrographic Surveyor** 1) Undertake hydrographic survey field work on board the Port's survey vessels (data acquisition and quality control). 2) Assist with survey vessel boat handling as and when required within the Hydrographic department. 3) Carry out data reduction, processing and the production of charts, and other documents as directed by the Principal Hydrographic Surveyor. 4) Assist with the provision of hydrographic services to third party port users. 5) Assist with maintenance and implementation of survey related equipment and processes on board survey vessels, and general vessel husbandry (excluding vessel maintenance).	**Seaport Security Superintendent** 1) Responsible for the safe movement of cargo. 2) Plan and coordinate manpower and equipment requirements. 3) Maintain communications with labor, customers, railroads, Port Security and government agents; facilitates vessel berthing and the efficient handling, storing, clearance and movement of cargo. 4) Facilitate the Port's Safety Committee meetings, serves as the Port's primary representative in local and regional safety forums and coordinating all follow-on activities.	**Fire Fighter Superintendent** 1) Inspect equipment, grounds, and station to ensure proper order and condition. 2) Plan and inspects maintenance work being performed. 3) Conduct tests of and supervises the maintenance of fire alarm systems. 4) Train and instructs personnel of fire department as to the proper maintenance of station and operation of equipment. 5) Supervise and assists in safety inspection. 6) Assist in the preparation of annual budget.

AREA	Support Activities for Water Transportation (Port Hydrographic Surveyor)	Support Activities for Water Transportation (Port Security)	Support Activities for Water Transportation (Port Fire Fighter)
	6) Assist in the maintenance of records on availability of local Aids to Navigation to the appropriate authorities. 7) Undertake other related marine and hydrographic duties as directed by the Harbour Master or Principal Hydrographic Surveyor.	5) Prepare necessary reports and documentation in connection with the cargo movement. 6) Compile, analyze and maintain statistical data on cost and productivity for specific activities as required. 7) Develop methods of handling new commodities and devise improved cargo handling techniques and recommends capital improvements.	
LEVEL 3	**Hydrographic Surveyor Technician** 1) Conduct pre-cruise logistics and survey planning. 2) Conduct field operations. 3) Manage data. 4) Maintain equipment.	**Seaport Security Officer** 1) Ensure the provision of a good standard of service to the public. 2) Control the access to and custody of keys. 3) Ensure reportage of incidents in relation to security infringements, damage, criminal damage, road traffic accidents, and misbehaviour. 4) Lock and unlock the port facilities. 5) Assist with emergency procedures.	**Fire Fighter Officer** 1) Promote fire safety via talks, advice and training sessions. 2) Inspect and enforcing safety standards in commercial and residential properties. 3) Demonstrate the use of firefighting equipment. 4) Perform practice drills. 5) Check and maintain vehicles, equipment, hydrants and water supplies.

AREA	Support Activities for Water Transportation (Port Hydrographic Surveyor)	Support Activities for Water Transportation (Port Security)	Support Activities for Water Transportation (Port Fire Fighter)
LEVEL 2	No Level	**<u>Seaport Security Guard</u>** 1) Monitor and protect property against criminal activity and damage. 2) Monitor the flow of people and employees and respond in emergency situations. 3) Monitor points of access in a building or property to allow entry only to individuals with the correct identification or authorization. 4) Investigate and report signs of damage or unlawful entry as it occurs.	No Level
LEVEL 1	No Level	No Level	No Level

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Senior Manager** 1) Collaboration with CAAM on developing the National SLOT Regulation & Policy in accordance to the Worldwide Slot Guideline (WSG) set by IATA. 2) Responsible to review and approve FOM (FOC & NSCM) annual budget for management approval. 3) Build and cultivate healthy networking relationship with airlines and IATA officials. 4) Liase and coordinate closely with IATA official and airlines during IATA Conference. 5) Guide or advise recommended practices in ensuring maximize the efficient use of airport infrastructure through slot coordination and allocation processes. 6) Actively review and communicate with IATA officials, MOT and CAAM	Not Available	**Senior Manager** 1) Collaboration with CAAM on developing the National SLOT Regulation & Policy in accordance to the Worldwide Slot Guideline (WSG) set by IATA. 2) Responsible to review and approve FOM (FOC & NSCM) annual budget for management approval. 3) Build and cultivate healthy networking relationship with airlines and IATA officials. 4) Liase and coordinate closely with IATA official and airlines during IATA Conference. 5) Guide or advise recommended practices in ensuring maximize the efficient use of airport infrastructure through slot coordination and allocation processes. 6) Active review and communicate with IATA officials, MOT and CAAM

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
	pertaining to Slot coordination policy and regulations. 7) Manages the unit's administration, ensuring that all administrative processes are performed according to guidelines, policies and procedures laid down by the company. 8) Study, analyse and improve Aircraft Parking Bays and Check-In Counters management based on current needs and demand. 9) Oversee the overall Quality Control, Certification Documents of Integrated Management System and Standard Operating Procedures (SOP) for both FOC & NSCM. 10) Prepare and submit periodic reports to management on the operational status of the airport and make recommendations for improvement on operations services. 11) Represent the department/company in international or local forums and meetings if required.		pertaining to Slot coordination policy and regulations. 7) Manages the unit's administration, ensuring that all administrative processes are performed according to guidelines, policies and procedures laid down by the company. 8) Study, analyse and improve Aircraft Parking Bays and Check-In Counters management based on current needs and demand. 9) Oversee the overall Quality Control, Certification Documents of Integrated Management System and Standard Operating Procedures (SOP) for both FOC & NSCM. 10) Prepare and submit periodic reports to management on the operational status of the airport and make recommendations for improvement on operations services. 11) Represent the department/company in international or local forums and meetings if required.

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
	12) Advise management and relevant authorities on the current status of Slot Coordination and airport capacity constraints. 13) Coordinate and advise operations in handling incident and accident at airport which may interrupt the operations. 14) Act within scope of authority and consistent with Company and Corporate objectives, guidelines, policies and practices.		12) Advise management and relevant authorities on the current status of Slot Coordination and airport capacity constraints. 13) Coordinate and advise operations in handling incident and accident at airport which may interrupt the operations. 14) Act within scope of authority and consistent with Company and Corporate objectives, guidelines, policies and practices.
LEVEL 6	**Manager** 1) Ensure AVSEC operational efficiency and constant availability of resources to maintain the highest level of airport security. 2) Manage and ensure all administrative processes are performed according to guidelines, policies and procedures laid down by the company. 3) Ensure airport security operations of passengers and aircrafts related to safeguarding.	Not Available	**Senior Manager** 1) Follow and ensure department Standards Operating Procedures (SOP) are strictly followed as require by ISO 9001 compliance as well as department Quality Objectives. 2) Comply and adhere to Malaysia Airports Information Security Policy (MAISP). 3) Ensure the flights seasonal schedule are completed and released to concerned parties within the timeline given.

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
	4) Ensure that airport security is compliant to regulatory requirements and SOPs. 5) Recommend implementation of policies, projects and interventions. 6) Determine the adequacy of resources to enable effective and efficient implementation of AVSEC functions. 7) Endorse and present AVSEC airport annual budget for management approval and controls expenditures. 8) Drive on risk mitigation plan to avoid or minimize damage. 9) Lead, direct and control the Emergency Response Team.		4) Ensure the seasonal Check-in Counter allocation are completed prior to the commencement of new schedule. 5) Participate in the Bi-Yearly National Slot Coordination Management(NCSM) Slot Coordination Meeting. 6) Conduct investigation and report to FOC Manager on any incident and enquiry. 7) Oversee the preparation of statistics on aircraft movement, check-in counter usage, flight development, flight cancellation, parking bay occupancy, or others as when require. 8) Plan and develop training program for FOC personnel including refresher training on job training, study visit, SOP training etc. 9) Ensure a proper documentation and filing system established. 10) Liase with airlines schedule planner for seasonal scheduling, new airlines operating, new frequency, extra flight and other related matters.

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
			11) Liase with airlines and ground handlers in Check-in Counter allocation issues.
			12) Oversee the general administration for FOC including personal records, overtime, monthly roster, purchasing, budget consumption, assets stationeries etc.
			13) Assess and update FOC Risk Management assessment and Business Continuity Plan.
			14) Assist FOC manager in preparing yearly budget.
			15) Ensure backup facilities are tested and fully equipped.
			16) Liase with ITD and airlines relation department for flight database accuracy, new graphic display requirement, new airlines registration form, airlines logo and other related matters.
			17) Establish good and appropriate coordination between Flight Operations Centre and IT Division in system maintenance and development.

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
			18) Perform any other duties as instructed by superior. 19) Represent FOC Manager in any meeting as and when required.
LEVEL 5	**Senior Executive** 1) Maintain oversight in the implementation of aviation security measures that are shared with appropriate stakeholders for airport operations 2) Ensure the Aviation Security operation at airports is managed consistently with Annex 17's provisions, regulations outlined by CAAM and others regulatory requirement 3) Ensure the implementation of security function at airport as listed in Airport Emergency Programme (AEP), Airport Security Programme (ASP) and Standard Operating Procedure (SOP) 4) Manage rotation for floating duty personnel to fulfil AVSEC operational requirement.	Not Available	**Manager** 1) Follow and ensure department Standards Operating Procedures (SOP) are strictly followed as require by ISO 9001 compliance as well as department Quality Objectives. 2) Comply and adhere to Malaysia Airports Information Security Policy (MAISP), Information Security Management System (ISMS) 3) Ensure the flights seasonal schedule are completed and released to concerned parties within the timeline given. 4) Ensure the seasonal Check-in Counter allocation are completed prior to the commencement of new schedule. 5) Participate in the Bi-Yearly NSCM Slot Coordination Meeting.

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
	5) Identify and plan for contingency if any failure of system that may jeopardize the efficiency of airport operations. 6) Recommend security features to incorporate with plans for the modification of existing airport facilities 7) Establish, collate, analyze and disseminate intelligence information to relevant parties 8) Ensure and maintain records of all unlawful activities, emergency and other security-related 9) Identify the corrective actions for all non-conformance issues raised by relevant 10) Submit and present monthly report of manpower and shift performances 11) Assist in planning and preparing the AVSEC manpower requirements and OPEX budget proposal for AVSEC Division 12) Represent AVSEC management meeting with internal & external stakeholders.		6) Ensure SOP and related documnet and other relevant document are available and updated. 7) Conduct investigation and report to FOC Manager on any incident and enquiry. 8) Oversee the preparation of statistics on aircraft movement, check-in counter usage, flight development, flight cancellation, parking bay occupancy, or others as when require. 9) Plan and develop training program for FOC personnel including refresher training on job training, study visit, SOP training etc. 10) Ensure a proper documentation and filing system established. 11) Liase with airlines schedule planner for seasonal scheduling, new airlines operating, new frequency, extra flight and other related matters. 12) Liase with airlines and ground handlers in Check-in Counter allocation issues. 13) Oversee the general administration for FOC including personal records,

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
			overtime, monthly roster, purchasing, budget consumption, assets stationeries etc.
			14) Review subordinate performance bi-annually.
			15) Assess and update FOC Risk Management assessment and Business Continuity Plan.
			16) Assist FOC manager in preparing yearly budget.
			17) Ensure backup facilities are tested and fully equipped.
			18) Liase with ITD and airlines relation department for flight database accuracy, new graphic display requirement, new airlines registration form, airlines logo and other related matters.
			19) Establish good and appropriate coordination between Flight Operations Centre and IT Division in system maintenance and development.
			20) Perform any other duties as instructed by superior.
			21) Represent FOC Manager in any meeting as and when required.

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
LEVEL 4	**Executive** 1) Ensure the AVSEC Administrative and operation at airport is managed consistently with provision and policy outline. 2) Closely monitor daily operational and ensure the deployment of AVSEC Personnel, equipment, and facilities are fulfil the operational requirements. 3) Assist and propose the budget for AVSEC Division to AVSEC Manager (Admin) at airport. 4) Monitor the implementation of approved capital and budget utilisation. 5) Monitor and ensure all AVSEC personnel are performed the security functions as Standard Operating Procedures (SOPs), Airport Emergency Plan (AEP), MAHB Code of Ethics and others rules and regulations. 6) Respond to all emergencies, incidents and accidents. 7) Manage and ensure permanent/temporary airport passes application and system are	Not Available	**Senior Executive** 1) Follow and ensure department Standards Operating Procedures (SOP) are strictly followed as require by ISO 9001 compliance as well as department Quality Objectives. 2) Comply and adhere to Malaysia Airports Information Security Policy (MAISP), Information Security Management System (ISMS). 3) Ensure complete and release gate planning and check-in counter allocation according to the given standard release time. 4) Monitor airport daily aircraft parking bay allocation, gate assignment and check-in counter operations. 5) Liase with ITD technical personnel in solving problems that affecting the stability of Gate Allocation System (GAS) workstation, Flight Information Management System (FIMS) workstation. 6) Liase with airlines, ground handlers and other related agencies in solving operational issues at working level.

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
	accordance with established protocol and procedure. 8) Ensure the corrective action for all non-conformance issues related to business unit portfolio. 9) Monitor and ensure high level of performance and discipline amongst AVSEC personnel. 10) Ensure internal investigation conducted on criminal cases or complaint regarding security personnel. 11) Represent AVSEC Management Meeting with internal & external stakeholders when required by management. 12) Carry out other duties or function as and when directed by AVSEC Senior Manager and Management.		7) Facilitate system and facilities maintenance requirement at terminal building and airside area or wherever related to FOC operational dominion. 8) Facilitate VVIP/VIP movement at airport by assigning aircraft to the requested parking bay or gate lounges. 9) Validate and update new aircraft registration number and reference into FIMS. 10) Liase with the ground handlers, airlines, Air Traffic Control (ATC) and other related parties during airport crisis or incident. 11) Share latest company's objective, policy, procedures or other related development to its subordinates. 12) To prepare, submit daily status report or any other required information to AODM. 13) Brief and share operational information to the next incoming Duty Executive on duty.

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
			14) Continuously monitor and improve FOC working standard and performance of the staff. 15) Continuously monitor and maintain subordinate's attendance, discipline and professionalism at the highest level. 16) Prepare and submit incident report (if any) to FOC Manager and immediate superior relating to operational matters and discrepancies of flight information published. 17) Write and complete shift log book for each duty covered. 18) Ensure supplies and equipment are being utilize economically and efficiently.
LEVEL 3	**Operations Officer/ Senior Operations Officer** 1) Provide monitoring and supervision of service contracts at respective area as assigned.	**Operations Officer/ Senior Operations Officer** 1) Provide monitoring and supervision of service contracts at respective area as assigned.	**Operations Officer/ Senior Operations Officer** 1) Compile and file Winter and Summer Flight Schedule. 2) Liase with NSCM Slot Coordinator on seasonal schedule, extra flight,

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
	2) Ensure the total quality plan including specification, QA inspection and audit are maintained as monthly schedule. 3) Furnish all inspection data & result. 4) Liase with contractors on daily operations in regards to Contractor's performance. 5) Execute all quality activities including continuous improvement activities that has been planned by Superior. 6) Analyse all quality data for performance evaluation and keep all data & record. 7) Report regularly on contract's compliance by Contractors to FMSC Executive in charged. 8) Implement and maintain the Quality Management System, Environmental System and OSHAS within the team and contractors related. 9) Compile contractor performance and prepare payment recommendation.	2) Ensure the total quality plan including specification, QA inspection and audit are maintained as monthly schedule. 3) Furnish all inspection data & result. 4) Liase with contractors on daily operations in regards to Contractor's performance. 5) Execute all quality activities including continuous improvement activities that has been planned by Superior. 6) Analyse all quality data for performance evaluation and keep all data & record. 7) Report regularly on contract's compliance by Contractors to FMSC Executive in charged. 8) Implement and maintain the Quality Management System, Environmental System and OSHAS within the team and contractors related. 9) Compile contractor performance and prepare payment recommendation.	cancellation of flight, revision of approved slots, new entrant and other matters. 3) Check published flight schedule data (website, timetables, brochures or tickets) of each airlines. 4) Check with airport or ground handling data of the airport concerned or at the other end of the route. 5) Match actual operations data from Flight Information Management System (FIMS) with data in SCORE database of approved slots. 6) Collect evidence of significant discrepancy and /or intentional misuse. 7) Communicate with airlines concerned on slot misuse, request for an explanation and to take necessary corrective action. 8) Continuously monitor the situation once adequate explanation is provided and/or appropriate corrective action is taken by the operator. 9) Take appropriate action (with certain conditions) against the operator when

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
			there is evidence of intentional slot misuse or if no adequate explanation is provided. 10) Adhere to ISO9001:2000 standard. 11) Adhere any other duties as instructed by superior. 12) To perform check and review with FOC Operations and ITD regarding on airlines check-in data records, system functionalities and operational check-in counter allocation. 13) Prepare monthly statistic of check-in counter operations status and seasonal check-in counter capacity and other reports as per required. 14) Assist and investigate any complaint pertaining to check-in counter issues. 15) Monitor channel of check-in counter information display distribution; FIDS and OIS.
LEVEL 2	**Operation/ Admin Assistance** 1) Attend briefing. 2) Inspect and ensure all facilities at the work place are serviceable.	**Operations/ Admin Assistance** 1) Attend briefing. 2) Inspect and ensure all facilities at the work place are serviceable. To report	**Operations/ Admin Assistance** 1) Attend briefing. 2) Inspect and ensure all facilities at the work place are serviceable. To report

AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)
	3) Report immediately to Supervisor on faulty equipment and record details in the log-book. 4) Carry out regular inspections on all airports facilities and reports back to Duty Executive. 5) Monitor the movement of the VVIP to ensure smooth flow and assist when necessary. 6) Monitor the performance of the contractors and reports back to Duty Exec. 7) Assist customers who need assistant. 8) Coordinate with AOCC on the overall status of the airports.	immediately to Supervisor on faulty equipment's and record details in the log-book. 3) Carry out regular inspections on all airports facilities in the MTB/CP/SAT and reports back to DE/Terminal Manager. 4) Monitor day to day activities in the Terminal Building such as filming, promotions etc. 5) Monitor the movement of the VVIP to ensure smooth flow and to assist when necessary. 6) Monitor the performance of the contractors and reports back to Terminal Manager on any irregularities found. 7) Assist customers who need assistant. 8) Coordinate with AOCC on the overall status of the airports. 9) Follow the directives from Terminal Manager on administration and operation matters from time to time.	immediately to Supervisor on faulty equipment's and record details in the log-book. 3) Carry out regular inspections on all airports facilities in the MTB/CP/SAT and reports back to DE/Terminal Manager. 4) Monitor day to day activities in the Terminal Building such as filming, promotions etc. 5) Monitor the movement of the VVIP to ensure smooth flow and to assist when necessary. 6) Monitor the performance of the contractors and reports back to Terminal Manager on any irregularities found. 7) Assist customers who need assistant. 8) Coordinate with AOCC on the overall status of the airports. 9) Follow the directives from Terminal Manager on administration and operation matters from time to time
LEVEL 1	No Level	No Level	No Level

Table 4.62: List of Occupational Responsibilities for Group 522 based on Table 4.24 (19 of 29)

AREA	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
LEVEL 8	Not Available	Not Available
LEVEL 7	Not Available	**Senior Manager** 1) Direct a team of customer experience representatives in the delivery of world-class customer service. 2) Solicit ideas and opportunities from the customer experience team to improve deliverables. 3) Drive continuous improvement by benchmarking the customer experience framework against global best practices from across customer focused industries. 4) Identify and establish key performance measures against ASQ Score in order to drive execution and intended outcomes. 5) Map analytics to specific stages in the customer life cycle so as to deliver the right message to the right place at the right time. 6) Merge types of data – social media, video, RFID, sensor, geolocation, etc. and tied together with cross-channel coordination 7) Create and maintain complete customer profiles that helps in understanding and measuring customers' journeys at every touch point. 8) Monitor the CEM in order to support overall airport operations in managing customer expectation for passenger service.

AREA	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
LEVEL 6	**Manager** 1) Establish effective process of overall slot scheduling and coordination of National Slot Coordination Malaysia with all airlines. 2) Manage the distribution of slots to all airlines in a neutral and transparent manner. 3) Plan and manage the slot performance of all the airlines according to the approved slot. 4) Conduct regular meeting to review the coordination parameters of all related airports. 5) Conduct general consultative meeting between airlines and the appropriate authorities, to advice airlines when there is any major changes in policy or capacity. 6) Ensure all interested parties are being notified and updated on the changes of coordination parameters. 7) Prepare and provide updated and correct information on slots that has been approved and allocated to all airlines. 8) Participate in slot coordination events held by IATA. 9) Ensure company policies and regulations are strictly followed. 10) Responsible to update subordinates on company's objectives, procedures and other related development. 11) Establish effective coaching and training programs at divisional level.	**Manager** 1) Lead, design & improve customer experience journey. 2) Map and create end-to-end customer experiences. 3) Maintain a repository of Customer Experience (CE) journey design for all customer types. 4) Prioritise, design and propose CE improvement initiatives based on changes in customer behaviour and industry trends. 5) Identify potential experience monetization opportunities in the future. 6) Align journey design with CE strategy and monitoring. 7) Track the progress of the CE initiatives and measure the impact of the initiatives. 8) Maintain the CE Dashboard on the end-to-end customer experience. 9) Monitor compliance to CE policies across organisation. 10) Identify key issues related to CE initiatives and flash-out corrective actions to be undertaken. 11) Manage the ASQ scoring effort and other customer surveys. 12) Align monitoring effort with end-to-end journey design and CE strategy. 13) Develop CE strategy on an ongoing basis, drive airport differentiation & ensure initiatives aligned with strategy. 14) Undertake market research, voice of customer analysis and other data analysis to support CE impact.

AREA	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
	12) Establish and review the Standard Operating Procedures (SOP) and working manual/instructions. 13) Establish proper coordination with the other unit/department within the company.	15) Analyse inter-relationships of experience delivered and business performance. 16) Develop and own the CE roadmap and blueprint.
LEVEL 5	**Senior Executive** 1) Prepare statistical report of air transport movements and seats for Winter and Summer Flight Schedule. 2) Liase with NSCM Slot Coordinator on seasonal schedule, extra flight, cancellation of flight, revision of approved slots, new entrant and other matters. 3) Ensure SOP, WSG and other relevant document are available and updated. 4) Analyze data gathered, investigate and report to NSCM Manager on any discrepancies on approved slots. 5) Oversee the preparation of gathering data for slot monitoring by comparing published flight schedule data, airport or ground handling data of the airport concerned & CAAM approved landing permit or ATC flight plan. 6) Analyze and report to NSCM Manager actual operations data from Flight Information Management System (FIMS) with data in SCORE database of approved slots.	**Senior Executive** 1) Participate in the formulation of customer experience management strategy which will envision, design and embed customer centricity across the organization through strategic frameworks. 2) Participate in the process of defining and reviewing Customer Experience (CE) strategy, development of polices and governance. 3) Assist the Manager to conduct voice of customer, competitor analysis and capabilities diagnostics to support CE impact and ascertain current customer experience levels. 4) Involve in the preparation of reports to Senior Manager / Manager on completed analyses and identified recommendations of TAE initiatives, and the associated impact / challenges to business. 5) Perform administrative tasks such as organizing including liaising with relevant stakeholders both internal and external to ensure events specifications are communicated and understood.

AREA	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
	7) Analyse evidence of significant discrepancy and /or intentional misuse slots. 8) Communicate with airlines on misuse of slots, request for an explanation and take necessary corrective action. 9) Coordinate the Bi-Annually IATA Airport Slot Coordination Meeting. 10) Represent NSCM Manager in any meeting as and when required. 11) Plan and develop training program for NSCM personnel including refresher training on job training, study visit, SOP training etc. 12) Ensure proper documentation and filing system. 13) Review and assess subordinate performance as per company's performance management system. 14) Assist NSCM Manager in preparing yearly budget. 15) Liase with ITD support personnel for IT related matters on support system application or network connectivity.	
LEVEL 4	**Executive** 1) Liase with airlines, ground handlers and other related units in solving slot coordination issues at working level. 2) Coordinate slots for Level 3 airports and facilitate Level 2 airports.	**Executive** 1) Update and maintain accurate employee training records in SAP including training attendance and qualifications achieved. 2) Obtain nominations for trainings. 3) Co-ordinate with HR BP on training programs for CEM i.e. schedule, venues etc.

AREA	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
	3) Perform coordination and facilitation processes in accordance with Calendar of Coordination Activities. 4) Make available to all airlines operating or planning to operate on the information on coordination parameter for the next season, for all constrained components of an airport infrastructure. 5) Analyse actual utilization of declared capacity and how full or close to full the airport is on a typical busy week of the most recent season. 6) Provide each airlines with the details of their historic slots at Level 3 airports as a Slot Historical List (SHL) message. 7) Inform each airline of the results of Initial Coordination by Slot Allocation List (SAL) message accordingly, based on stated deadline. 8) Organise Airport Slot Coordination Meeting with airport operators. 9) Ensure compliances of any slot request or query within three (3) working days. 10) Decide which slots in the upcoming season to which each airlines operator has historical precedence, as per the initial coordination process. 11) Notify each operator in writing of the slots to which considered it has historical precedence before slot historic deadline. 12) Invite operators to apply for slots in the next scheduling season by the initial submission deadline.	4) Responsible for maintaining a record of all outstanding purchase orders with external vendors. 5) Arranges and monitor services for all orders to ensure material is delivered as per schedule. 6) Expedites all critical orders with local subcontract vendors. 7) Obtain and update latest communication details from various agencies. airlines and other organizations for CEM's operational use and communication i.e. emails, telephone numbers, Fax numbers, PICs etc. 8) Record, compile and send all staff related matters i.e. Staff Leaves, Staff Claims to HR Division. 9) Prepares reports, presentations, memorandums, proposals and correspondences. 10) Assists in the preparation of department budgets and expenses. 11) Assure all invoices from various operations activities are recorded and sent to Finance Division to be processed for timely payment. 12) Record Management - Assist in the compilation, record and management of the department's documents for record purposes and easy retrieval. 13) Assure that all office equipment and CEM related logistics are ready for use at all times by ensuring the sufficient supplies of related equipment i.e. toner cartridges, stationery etc. 14) Assist new staff for a fully equipped workstation, security passes etc.

AREA	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
	13) Offer a slot series to an operator who has historical precedence over the series, provided conditions outlined in the company's policies are met. 14) Assess applications and receive advice from stakeholders about the likely effect of an allocation on the operational efficiency of the capacity of the airport. 15) Update slot allocations and baseline the slots allocated on the Historic Baseline Date.	
LEVEL 3	**Operations Officer/ Senior Operations Officer** 1) Compile and file Winter and Summer Flight Schedule. 2) Liase with NSCM Slot Coordinator on seasonal schedule, extra flight, cancellation of flight, revision of approved slots, new entrant and other matters. 3) Check published flight schedule data (website, timetables, brochures or tickets) of each airlines. 4) Check with airport or ground handling data of the airport concerned or at the other end of the route. 5) Check CAAM approved landing permit or ATC flight plan. 6) Match actual operations data from Flight Information Management System (FIMS) with data in SCORE database of approved slots.	**Operations Officer/ Senior Operations Officer** 1) Provide customers with information and assistance in courteous and pleasant manner. 2) Handle complaints and telephone calls in a professional and tactful manner. 3) Assure all facilities at counter are serviceable I,e intercom, telephone etc. 4) Report on faulty equipment's to Duty Executive and record details in log book. 5) Provide accurate and up-to-date information to passengers and airport users. 6) Gather feedback from passengers via the interactive feedback management tool.

AREA	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
	7) Collect evidence of significant discrepancy and /or intentional misuse. 8) Communicate with airlines concerned on slot misuse, request for an explanation and to take necessary corrective action. 9) Monitor the situation once adequate explanation is provided and/or appropriate corrective action is taken by the operator. 10) Take appropriate action (with certain conditions) against the operator when there is evidence of intentional slot misuse or if no adequate explanation is provided.	7) Handle service recovery & inquiries on directions and flight information. 8) Assist passengers on Lost & Found matters. 9) Assist in queue management at any touchpoints in the airport whenever deemed necessary. 10) Assist in various audits e.g. washrooms, terminal cleanliness.
LEVEL 2	**Operations/ Admin Assistance** 1) Drive buggy/ company vehicles as scheduled or instructed according to specific locations. 2) Practice courtesy & care/ good customer service for passengers. 3) Provides airport information to passenger. 4) Assure that company vehicle is clean at all times. 5) Ensure that necessary maintenance/servicing are made to maintain equipment in top operating condition. 6) Maintain and keep an accurate log on vehicle mileage; fuel dispense; lubricating oil; etc. 7) Responsible for ensuring safety of passengers while driving the buggy and along the route.	**Operations/ Admin Assistance** 1) Drives buggy/ company vehicles as scheduled or instructed according to specific locations. 2) Practice courtesy & care/ good customer service for passengers. 3) Provides airport information to passenger. 4) Assures that company vehicle is clean at all times. 5) Ensures that necessary maintenance/servicing are made to maintain equipment in top operating condition. 6) Maintains and keep an accurate log on vehicle mileage; fuel dispense; lubricating oil; etc. 7) Responsible for ensuring safety of passengers while driving the buggy and along the route.

AREA	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
LEVEL 1	No Level	No Level

Table 4.63: List of Occupational Responsibilities for Group 522 based on Table 4.25 (20 of 29)

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Senior Manager** 1) Build and develop business and operational capabilities to support Commercial Services strategy. 2) Oversee and evaluate current business process and recommends new Business Process Reengineering from time to time for the betterment of Commercial Services. 3) Monitor and measure customer satisfaction through Airport Service Quality (ASQ) rating while recommending best practices to enhance Commercial Services performance. 4) Ensure compliance with established internal control procedures 5) Execute duties with a business mindset to ensure it is effective, sustainable and profitable. 6) Execute any other responsibilities/duties as required to improve the overall	**Senior Manager** 1) Build and develop business and operational capabilities to support Commercial Services strategy. 2) Oversee and evaluate current business process and recommends new Business Process Reengineering from time to time for the betterment of Commercial Services. 3) Monitor and measure customer satisfaction through Airport Service Quality (ASQ) rating while recommending best practices to enhance Commercial Services performance. 4) Ensure compliance with established internal control procedures 5) Execute duties with a business mindset to ensure it is effective, sustainable and profitable. 6) Execute any other responsibilities/duties as required to improve the overall	**Senior Manager** 1) Build and develop business and operational capabilities to support Commercial Services strategy. 2) Oversee and evaluate current business process and recommends new Business Process Reengineering from time to time for the betterment of Commercial Services. 3) Monitor and measure customer satisfaction through Airport Service Quality (ASQ) rating while recommending best practices to enhance Commercial Services performance. 4) Ensure compliance with established internal control procedures 5) Execute duties with a business mindset to ensure it is effective, sustainable and profitable. 6) Execute any other responsibilities/duties as required to improve the overall

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
	commercial performance and excellence with regards to process reengineering 7) Assess and evaluate Commercial risks with risk owners, register in Mars scorecard and ensure mitigation plans are in place. 8) Responsible and be accountable for Material Management module for Commercial Division. 9) Responsible and be accountable for Account Payable module for Commercial Division. 10) Plan and execute of Commercial Tender Management exercise effectively. 11) Coordinate and represent the division on all Audit issues tabled at management and corporate level.	commercial performance and excellence with regards to process reengineering 7) Assess and evaluate Commercial risks with risk owners, register in Mars scorecard and ensure mitigation plans are in place. 8) Responsible and be accountable for Material Management module for Commercial Division. 9) Responsible and be accountable for Account Payable module for Commercial Division. 10) Plan and execute of Commercial Tender Management exercise effectively. 11) Coordinate and represent the division on all Audit issues tabled at management and corporate level.	commercial performance and excellence with regards to process reengineering 7) Assess and evaluate Commercial risks with risk owners, register in Mars scorecard and ensure mitigation plans are in place. 8) Responsible and be accountable for Material Management module for Commercial Division. 9) Responsible and be accountable for Account Payable module for Commercial Division. 10) Plan and execute of Commercial Tender Management exercise effectively. 11) Coordinate and represent the division on all Audit issues tabled at management and corporate level.
LEVEL 6	**Manager** 1) Ensure AVSEC operational efficiency and constant availability of resources to maintain the highest level of airport security.	**Manager** 1) Provide strategies and directions in airport facilities and services to ensure satisfactory quality and performance.	**Manager** 1) Support intentional and pro-active strategy to improve revenue opportunities, customer value and increase the efficiency

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
	2) Manage and ensure all administrative processes are performed according to guidelines, policies and procedures laid down by the company. 3) Ensure airport security operations of passengers and aircrafts related to safeguarding. 4) Ensure that airport security is compliant to regulatory requirements and SOPs. 5) Recommend implementation of policies, projects and interventions. 6) Determine the adequacy of resources to enable effective and efficient implementation of AVSEC functions. 7) Endorse and present AVSEC airport annual budget for management approval and controls expenditures. 8) Drive on risk mitigation plan to avoid or minimize damage. 9) Lead, direct and control the Emergency Response Team.	2) Advise and recommend operational procedures to relevant department on the solely and security of the airport. 3) Oversee the overall quality control and ISO requirements are met and maintained. 4) Develop short and long range of operational objective, organizational structure and staffing requirement. 5) Develop an adequate plan for back-up and succession of management and other key personnel. 6) Act within scope of authority and consistent with Company and Corporate objectives, guidelines, policies and practices. 7) Maintain a good rapport with government agencies to ensure that their operational policy complied.	and effectiveness of Commercial Services division. 2) Help to focus thought and action in a more systematic and structured way that should lead to increased performance. 3) Provide and monitor satisfaction while recommending best practices to enhance business and operational excellence for Commercial Services division. 4) Perform Material Management via SAP for the Commercial Services division. 5) Establish, manage and coordinate with relevant departments. 6) Consistently look out for outstanding practices in managing the organisation and achieving results, in customer focus; leadership and constancy of purpose; 7) Develop and evaluate current business process and propose Business Process Reengineering for the betterment of Customer Experience Management. 8) Responsible for contact report, undertake administration tasks, arranging and attending meetings.

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
			9) Manage any other responsibilities/duties as required to improve the overall commercial. business performance.
LEVEL 5	**Senior Executive** 1) Maintain oversight in the implementation of aviation security measures that are shared with appropriate stakeholders for airport operations 2) Ensure the Aviation Security operation at airports is managed consistently with Annex 17's provisions, regulations outlined by CAAM and others regulatory requirement 3) Ensure the implementation of security function at airport as listed in Airport Emergency Programme (AEP), Airport Security Programme (ASP) and Standard Operating Procedure (SOP) 4) Manage rotation for floating duty personnel to fulfil AVSEC operational requirement.	**Senior Executive** 1) Maintain oversight in the implementation of aviation security measures that are shared with appropriate stakeholders for airport operations 2) Ensure the Aviation Security operation at airports is managed consistently with Annex 17's provisions, regulations outlined by CAAM and others regulatory requirement 3) Ensure the implementation of security function at airport as listed in Airport Emergency Programme (AEP), Airport Security Programme (ASP) and Standard Operating Procedure (SOP) 4) Manage rotation for floating duty personnel to fulfil AVSEC operational requirement.	**Senior Executive** 1) Collaborate with units within Commercial Services as to define process improvement programs and recommend opportunities for improvement and operational efficiency using techniques such as Six Sigma, Lean Six Sigma. 2) Manage implementation of benchmarking framework and action plan to close gap and ensure adoption of quality plan by process owners. 3) Develop and maintain performance measures for monitoring and corrective actions. 4) Drive projects on processes to improve productivity and SLA performance. 5) Coordinate relevant training and coaching for awareness on Business Excellence as

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
	5) Identify and plan for contingency if any failure of system that may jeopardize the efficiency of airport operations. 6) Recommend security features to incorporate with plans for the modification of existing airport facilities. 7) Establish, collate, analyse and disseminate intelligence information to relevant parties. 8) Ensure and maintain records of all unlawful activities, emergency and other security-related. 9) Identify the corrective actions for all non-conformance issues raised by relevant. 10) Submit and present monthly report of manpower and shift performances. 11) Assist in planning and preparing the AVSEC manpower requirements and OPEX budget proposal for AVSEC Division. 12) Represent AVSEC management meeting with internal & external stakeholders.	5) Identify and plan for contingency if any failure of system that may jeopardize the efficiency of airport operations. 6) Recommend security features to incorporate with plans for the modification of existing airport facilities 7) Establish, collate, analyze and disseminate intelligence information to relevant parties. 8) Ensure and maintain records of all unlawful activities, emergency and other security-related. 9) Identify the corrective actions for all non-conformance issues raised by relevant 10) Submit and present monthly report of manpower and shift performances. 11) Assist in planning and preparing the AVSEC manpower requirements and OPEX budget proposal for AVSEC Division. 12) Represent AVSEC management meeting with internal & external stakeholders.	to create culture and Six Sigma mind-set at all level. 6) Report on achievement of quality plan and analyse findings to identify areas for process improvement. 7) Participate in Cross Functional Team (CFT) to develop and refine vision, mission and strategy as to ensure is aligned with Quality Management System (QMS).

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
LEVEL 4	**Executive** 1) Ensure the AVSEC Administrative and operation at airport is managed consistently with provision and policy outline. 2) Closely monitor daily operational and ensure the deployment of AVSEC Personnel, equipment, and facilities are fulfil the operational requirements. 3) Assist and propose the budget for AVSEC Division to AVSEC Manager (Admin) at airport. 4) Monitor the implementation of approved capital and budget utilisation. 5) Monitor and ensure all AVSEC personnel are performed the security functions as Standard Operating Procedures (SOPs), Airport Emergency Plan (AEP), MAHB Code of Ethics and others rules and regulations. 6) Respond to all emergencies, incidents and accidents. 7) Manage and ensure permanent/temporary airport passes application and system are	**Executive** 1) Ensure the ITD and operation at airport is managed consistently with provision and policy outline. 2) Closely monitor daily operational and ensure the deployment of ITD Personnel, equipment, and facilities are fulfil the operational requirements. 3) Assist and propose the budget for ITD Division to Manager (Admin) at airport. 4) Monitor the implementation of approved capital and budget utilisation. 5) Manage and ensure permanent/temporary airport passes application and system are accordance with established protocol and procedure. 6) Ensure the corrective action for all non-conformance issues related to business unit portfolio. 7) Monitor and ensure high level of performance and discipline amongst ITD personnel.	**Executive** 1) Assist manager on the Implementation of commercial master plan activities. 2) Prepare the necessary approval from various committee on business concepts. 3) Assist manager on RESET concept delivery in accordance to strategies comprising of Airport development – New airport/Redevelopment/Expansion, Financial – Budgeting / Financial Model, Benchmarking and rental model. 4) Assist Manager to handle project on Retail Mix composition, New outlets concept generation, Effective management of CAPEX / Investment through ROI analysis. 5) Prepare the tender Procurement strategy. 6) Monitor Non-financial monitoring – Customer experience / Transition Management. 7) Monitor Implementation of commercial master plan activities (RESET). 8) Monitor financial performance.

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
	accordance with established protocol and procedure. 8) Ensure the corrective action for all non-conformance issues related to business unit portfolio. 9) Monitor and ensure high level of performance and discipline amongst AVSEC personnel. 10) Ensure internal investigation conducted on criminal cases or complaint regarding security personnel. 11) Represent AVSEC Management Meeting with internal & external stakeholders when required by management. 12) Carry out other duties or function as and when directed by AVSEC Senior Manager and Management.	8) Ensure internal investigation conducted on criminal cases or complaint regarding security personnel. 9) Represent ITD Management Meeting with internal & external stakeholders when required by management. 10) Carry out other duties or function as and when directed by ITD Senior Manager and Management.	9) Perform analysis on product category / brand offering for core business that meets customer needs and expectation and enhance customer experience. 10) Space and product planning. 11) Retail Technology Development. 12) Brand identification & New business relationship.
LEVEL 3	**Operations Officer/ Senior Operations Officer** 1) Interpret a variety of Aviation Security operation for access control and emergency response at airport and	**Technical Officer** 1) Interpret a variety of Information technology operation for access control and emergency response at airport and applying consistently with established	**Operations Officer/ Senior Operations Officer** 1) Assist senior executive and executive to prepare RESET plan including preparing

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
	applying consistently with established procedures in ensure high level of security in such area. 2) Perform as a shift leader and ensure all AVSEC personnel at airport are performed the security functions, rules and regulations. 3) Ensure the manpower on AVSEC shift, security equipment and the facilities are adequate to fulfil the operational requirements. 4) Ensure the issuance of security daily pass towards visitor at daily pass counter. 5) Patrolling and surveillance around the airport area to observe and prevent for any irregularity's activities. 6) Carry out inspection and spot check at duty checkpoint on validity of security passes and car stickers. 7) Carry out risk assessment to identify staffs undergo the security inspection are wearing a genuine and valid security passes.	procedures in ensure high level of security in such area. 2) Perform as a shift leader and ensure all ITD personnel. 3) Ensure the manpower on ITD shift, adequate to fulfil the operational requirements. 4) Ensure high level of performance / discipline amongst all ITD personnel under his/her supervision. 5) Maintain close relationship and coordination with relevant government departments / agencies at airport.	presentation slide and setting up meeting and printing. 2) Assist senior executive and executive to monitor Implementation of commercial master plan activities (RESET). 3) Assist senior executive and executive on data collection for analysis and planning purposes. 4) Keep track and monitor commercial performance in the budget tracking system. 5) Assist senior executive and executive in providing justification on budget surplus or gap. 6) Maintain and update commercial database including business proposal and article. 7) Compile documents and perform filing management. 8) Prepare all correspondence and reports as and when required. 9) Assist in achieving information for the "central depository" new system enhancement.

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
	8) Respond to all emergencies, incidents and accidents within the airport area and inform to the Head of AVSEC 9) Ensure high level of performance / discipline amongst all AVSEC personnel under his/her supervision. 10) Maintain close relationship and coordination with relevant government departments / agencies at airport.		10) Measure level of information provided for required research material in order to support the executives. 11) Handle Commercial activity at Airport including commercial occupancy and strategy. 12) Assist senior executive and executive coordinate and communicate with respective unit i.e. project management, contract management, tender management and commercial representative 13) Monitor contract expiry and to update and alert the team on contract expiry status and action needed.
LEVEL 2	**Operations/ Admin Assistance** 1) Interpret a variety of Aviation Security operation for access control and emergency response at airport. 2) Apply consistent procedures in ensure high level of security in such area. 3) Communicate effectively between internal and external agencies or the	No Level	**Operations/ Admin Assistance** 1) Assist officer to keep track and monitor the unit performance in the budget tracking system. 2) Perform data entry works unit in Master list. 3) Perform printing, binding and setting up meeting

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
	public in a professional and courteous manner. 4) Perform security equipment checks, record and report all equipment faults to superior during handover and take over duty. 5) Ensure the issuance of airport security daily pass towards visitor at daily pass counter is according to established procedures. 6) Ensure all employees and visitors are comply with airport rules and regulations. 7) Patrol and surveillance around the airport area to observe and prevent for any irregularity's activities and unauthorised person. 8) Ensure only the authorized person and vehicles are allowed to enter FCZ and airside area. 9) Respond to all emergencies, incidents and accidents within airport area and inform the Superior / SOC for further action.		4) Assist officer to maintain and update database including business proposal and article. 5) Assist officer compile documents and perform filing management 6) Assist officer to prepare all correspondence and reports as and when required. 7) Assist officer to manage Commercial activity including commercial occupancy and strategy. 8) Assist officer to keep track contract expiry status and to prepare simple expiry report by airport.

AREA	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	Operations of Air Terminal Facilities (Information Technology Division (ITD))	Operations of Air Terminal Facilities (Commercial)
	10) Prepare and submit a report of any security related incident / accidents at to superior for further action. 11) Collect revenues for daily banking purposes. 12) Record and prepare daily AVSEC revenue report for AVSEC division and submit to Manager AVSEC. 13) Provide summary of documents, receipts, supporting documents and categorization of revenue collection prior submitted to finance department. 14) Provide sufficient receipt books and coupon books for AVSEC operational use. 15) Provide Log book for revenue handover collection process. 16) Submit a coupon book and receipts that have been used to finance division / warehouse on appropriate time frame.		
LEVEL 1	No Level	No Level	No Level

Table 4.64: List of Occupational Responsibilities for Group 522 based on Table 4.26 (21 of 29)

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	**Senior Manager** 1) Implement and manage operation and maintenance in-line with approved strategies, policies and procedures. 2) Providing highest level of public safety, service excellence and system availability and reliability. 3) Sustain full compliance of regulatory requirements, procedures, guidelines, local/international regulations and legislations, quality management system, EMS, OHSAS, Erath Check, Green Building Index and any other certifications. 4) Lead and manage the system and facilities performance and provide guidelines where require. 5) Plan, manage and control the overall yearly budget (OPEX and CAPEX). 6) Develop and enhance staff competency and skill sets.	**Senior Manager** 1) Lead and manage the BHS system and facilities performance and provide guidelines where require. 2) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 3) Implement and manage operation and maintenance in-line with approved strategies, policies and procedures in providing highest level of public safety, service excellence and system availability and reliability. 4) Sustain full compliance of regulatory requirements, procedures, guidelines, local/international regulations and legislations, quality management system, EMS, OHSAS, Earth Check, Green Building Index and any other certifications.	Not Available

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
	7) Command and control during any system crisis and emergency situation. 8) Lead and guide on the project and contract management. 9) Benchmark against industry best practices and recommend for continuous improvement.	5) Maintain a good rapport and liaison with internal and external parties such as regulatory bodies, government agencies, and airlines to ensure the operational policies comply with their requirement. 6) Analyse and evaluate periodic reports on to management on the operational status of the BHS matters and make recommendations for improving effectiveness of BHS practices. 7) Enforce operation and maintenance / user requirements for all special projects by others. 8) Command and control during any system crisis and emergency situation. 9) Lead and guide on the project and contract management. 10) Oversees overall works implementation so as to ensure a timely completion, within budget and of acceptable quality 11) Effectively control and optimize OPEX and CAPEX expenditure. 12) Champion leadership development in the BHS unit, creating environment for	

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
		leadership growth, among promising personnel. Develop potential leaders via higher roles and responsibilities, multi skilling, on job training, attending conferences/seminar or attending relevant functional and management training programs. 13) Responsible for talent development to ensure talent retention.	
LEVEL 6	**Manager** 1) Assist Senior Manager of Terminal Facilities on overall O&M works for BS. 2) Manage efficiently the Contract Management, Crisis Management, Innovation Management, Project Management and Strategic Maintenance Management of BS. 3) Perform other ad-hoc tasks or duties as directed by Superior or Management from time to time. 4) Keep abreast of new technology in order to properly plan for future enhancement	**Manager** 1) Strategize and provide direction for the operation and maintenance to ensure highest level of system availability and reliability. 2) Ensure compliance to Company's policies, procedures, guidelines, local/international regulations and legislations, quality management system, Green Globe 21 and any other certifications. 3) Provide timely and accurate reporting for the assigned airport systems and facilities.	**Manager** 1) Strategize and provide direction for the operation and maintenance to ensure highest level of system availability and reliability. 2) Ensure compliance to Company's policies, procedures, guidelines, local/international regulations and legislations, quality management system, Green Globe 21 and any other certifications. 3) Provide timely and accurate reporting for the assigned airport systems and facilities.

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
	and efficiency improvement of the assigned airport system and facilities. 5) Enforce operation and maintenance / user requirements for all special projects by others.	4) Plan, manage and control yearly budget (OPEX and CAPEX) for the assigned airport systems and facilities in order to provide cost effective airport services. 5) Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 6) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 7) Lead special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 8) Manage effectively and timely during any system crisis and emergency. 9) Lead and provide guidance on the project and contract management. 10) Benchmark against industry best practices and recommends for continuous improvement.	4) Plan, manage and control yearly budget (OPEX and CAPEX) for the assigned airport systems and facilities in order to provide cost effective airport services. 5) Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 6) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 7) Lead special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 8) Manage effectively and timely during any system crisis and emergency. 9) Lead and provide guidance on the project and contract management. 10) Benchmark against industry best practices and recommends for continuous improvement.

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
LEVEL 5	**Senior Engineer** 1) Assist Manager of Building Services, airport on O&M works for M&E system. 2) Ensure smooth and efficient operation and maintenance of facilities by implementing effective maintenance work and planning. 3) Coordinate with other parties to ensure effective implementation of Operation and Maintenance services with target to avoid any interruption to the airport operation. 4) Ensure Operation and Maintenance services are in accordance with the agreed standard. 5) Implement the development work; upgrading and modification works effectively. 6) Ensure facilities and system are in good condition at all time. 7) Monitor and certify works by contractors. 8) Ensure immediate recovery of system breakdown and facilities.	**Senior Engineer** 1) Develop, review and enforce the operation and maintenance to ensure highest level of system availability and reliability for the following airport systems/facilities: 2) Provide technical and operational inputs into the designs of infrastructure and facilities especially on operation of Central Control Room (CCR) Information Monitoring Terminal (IMT), Operational Monitoring Terminal (OMT), Recovery Procedures and Manual Coding Terminal (MCT) of Baggage Handling System and Security System 3) Prepare timely and accurate reporting for the assigned airport systems and facilities. 4) Develop, review and enforce the operation and maintenance to ensure highest level of system availability and reliability for the following airport systems/facilities.	**Senior Engineer** 1) Develop, review and enforce the operation and maintenance to ensure highest level of system availability and reliability for the following airport systems/facilities: 2) Provide technical and operational inputs into the designs of infrastructure and facilities especially on operation of Central Control Room (CCR) Information Monitoring Terminal (IMT), Operational Monitoring Terminal (OMT), Recovery Procedures and Manual Coding Terminal (MCT) of Baggage Handling System and Security System 3) Prepare timely and accurate reporting for the assigned airport systems and facilities. 4) Plan, prepare and implement the yearly budget (OPEX and CAPEX). 5) Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 6) Ensure all operation is in good operating status according to BHS standard and follow certain rules and regulation.

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
	9) Plan the training program to train subordinates to develop technically competent personnel. 10) Review; improve; comply and maintain the maintenance procedures and records 11) Plan and prepare the operation and maintenance budget. 12) Plan and control operation and maintenance expenses within the approved budget. 13) Conduct regular meeting with contractors and to resolve issues. 14) Perform other ad-hoc tasks or duties as directed by Superior(s) or Management from time to time	5) Electrical Power System & Programmable Logic Control System 6) Plan, prepare and implement the yearly budget (OPEX and CAPEX). 7) Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 8) Ensure all operation is in good operating status according to BHS standard and follow certain rules and regulation. 9) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 10) Assist on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 11) Coordinate effectively and timely during any system crisis and emergency, Coordinate with operating airlines and ground handles in all aspect of BHS operation.	7) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 8) Assist on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 9) Coordinate effectively and timely during any system crisis and emergency. Coordinate with operating airlines and ground handles in all aspect of BHS operation. 10) Implement the project and contract management. 11) Analyse technical and financial data and recommends for continuous improvement action

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
		12) Implement the project and contract management. 13) Analyse technical and financial data and recommends for continuous improvement action.	
LEVEL 4	**Technical Executive** 1) Assist Manager & Senior Executive of Building Services, MA Sepang on O&M works for Mechanical systems 2) Ensure smooth and efficient operation and maintenance of facilities by implementing effective maintenance work and planning. 3) Coordinate with others parties to ensure effective implementation of Operation and Maintenance services with the target to avoid any interruption to the airport operation. 4) Ensure Operation & Maintenance services are in accordance with the agreed standard.	**Technical Executive** 1) Develop, review and enforce the operation and maintenance to ensure highest level of system availability and reliability for the following airport systems/facilities: Electrical Power System & Programmable Logic Control System 2) Prepare timely and accurate reporting for the assigned airport systems and facilities. 3) Plan, prepare and implement the yearly budget (OPEX and CAPEX). 4) Coordinate effectively and timely during any system crisis and emergency. 5) Analyse technical and financial data and recommends for continuous improvement action	**Technical Executive** 1) Adhere and enforce the operation and maintenance to ensure highest level of system availability and reliability of BHS Operation Center. 2) Abide by Company's policies, procedures, guidelines, local/international regulations and legislations, quality management system, EMS, OHSAS, Green Globe 21 and any other certifications. 3) Provide information accurately for reporting on the assigned airport systems and facilities. 4) Assist plan, prepare and implement the yearly budget (OPEX and CAPEX).

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
	5) Implement the development work, upgrading and modification works effectively. 6) Ensure facilities and system are in good condition at all time. 7) Monitor and certify work done by contractor. 8) Implement SAP System for the operation and maintenance work effectively. 9) Ensure immediate recovery of system breakdown and facilities. 10) Plan the training program for subordinates to develop technically competent personnel. 11) Improve, comply and maintain the maintenance procedures and records accordance to Integrated Management System (IMS) requirement. 12) Plan and prepare the operation and maintenance budget. 13) Plan and control operation and maintenance expenses within the approved budget.	6) Responsible to BHS control system (PLC) & EPS in smooth operation. 7) Troubleshooting of PLC Maintenance breakdown 8) Monitor Spare Parts Control, PPM Scheduling, Contract administration and workshop; 9) Gather data with regards to investigation on any reported complaints 10) Responsible all matters pertaining of BHS maintenance activities of M&E Technical Executive & Technicians during his duty 11) Provide feedback to Manager for the creation planning executing monitoring and improvement of maintenance PPM activity. 12) Assist Manager in gathering data which regards to the investigation on any customer complaint 13) Responsible for the Electrical ISO documentation and control 14) Responsible for the Planning & Upgrade system and improvement job.	5) Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 6) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 7) Execution on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 8) Handle effectively and timely during any system crisis and emergency situation. 9) Supervise the project and contract management. 10) Provide technical and financial data and inputs for continuous improvement action

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
	14) Conduct regular meeting with contractors and to resolve issues. 15) Perform other ad-hoc task or duties as directed by superior or management from time to time.		
LEVEL 3	**Technical Officer** 1) Provide technical report for any incident happen in BATS. 2) Implement effective operation work on BATS of related area concerned to comprehensively support airport operations according to technical and operational standard. 3) Provide report and support on any failures of engineering mechanical/ electrical system at BATS 4) Responsible to replace on leave officer in shift hours. 5) Assist and provide input on yearly budget preparation for BATS unit	**Technical Officer** 1) Provide technical report for any incident happen in BATS. 2) Implement effective operation work on BATS of related area concerned to comprehensively support airport operations according to technical and operational standard. 3) Provide report and support on any failures of engineering mechanical/ electrical system at BATS 4) Responsible to replace on leave officer in shift hours. 5) Assist and provide input on yearly budget preparation for BATS unit	**Technical Officer** 1) Implement effective operation work on BHS/SS related area concerned to comprehensively support airport operations according to technical and operational standard. 2) Assist Technical Executive/ Engineer/ Senior Engineer/ Manager of BHS/ SS on operation requirement, inform/ reports on any failures especially on major breakdown and as when required. 3) Prepare the incident on abnormalities or stoppages 4) Provide support service, statistical and prepare operation status.

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
	6) Assist in plan, implement, monitor and analyse the maintenance related checklist and data.	6) Assist in plan, implement, monitor and analyse the maintenance related checklist and data.	5) Perform investigation report documentation by daily / weekly / monthly and as and when required.
LEVEL 2	**Technician** 1) Perform timely the operation and maintenance to ensure highest level of system availability and reliability. 2) Abide by Company's policies, procedures, guidelines, local/ international regulations and legislations, quality management system, EMS, OHSAS and any other certifications. 3) Maintain data and information accurately for reporting on the assigned airport systems and facilities. 4) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 5) Participation on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed.	**Technician** 1) Perform timely the operation and maintenance to ensure highest level of system availability and reliability. 2) Abide by Company's policies, procedures, guidelines, local/ international regulations and legislations, quality management system, EMS, OHSAS and any other certifications. 3) Maintain data and information accurately for reporting on the assigned airport systems and facilities. 4) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 5) Participation on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed.	**Technician** 1) Perform daily Baggage Handling System (BHS) Operation Center from the Operation Monitoring Terminal (OMT) and Information Monitoring Terminal (IMT). 2) Assist on Internal Customer Satisfaction Survey in order to get customer's feedback on BHS services 3) Respond on Ground handlers/ Feedback/ Request. 4) Update status BHS/SS Communication unit (TRS & Intercom). - Monthly 5) Inform any abnormality with regards to BHS operation to the duty Technical Officer. 6) Ensure support service staf performance at the required level as per contract. 7) Record system performance during shift.

AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)
	6) Assist trouble shooting efficiently and timely during any system crisis and emergency. 7) Participation on the project and contract management.	6) Assist trouble shooting efficiently and timely during any system crisis and emergency. 7) Participation on the project and contract management. 8) Maintain technical data and inputs for continuous improvement action.	8) Assist BHS Operation Technical Officer in any operation and maintenance related matter.
LEVEL 1	No Level	No Level	No Level

AREA	Operations of Air Terminal Facilities (Transportation – Track Transit System)	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)
LEVEL 8	Not Available	Not Available
LEVEL 7	**Senior Manager** 1) Perform and provide guidelines where require. 2) Manage effectively and economically all term and schedule contract. 3) Strategize improvement and development to the system based on operation requirement and new technology. 4) Manage all related risks to the transportation System. 5) Sustain full compliance of regulatory requirements, procedures, guidelines, local/international regulations and legislations, quality management system, EMS, OHSAS, Earth Check, Green Building Index and any other certifications. 6) Maintain a good rapport and liaison with internal and external parties such as regulatory bodies, government agencies, and airlines to ensure the operational policies comply with their requirement.	Not Available
LEVEL 6	**Manager** 1) Responsible to all Track Transit System and its facilities are in good working condition.	**Manager** 1) Plan, implement, manage and oversee the functions and activities of Engineering Support Unit in-line with the approved strategies, policies and procedures

AREA	Operations of Air Terminal Facilities (Transportation – Track Transit System)	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)
	2) Ensure all the planned preventative maintenance are carried out systematic and efficient to provide smooth running of the system. 3) Efficiently control and monitor utilization the approved budget for the unit. 4) Monitor and control spare parts procurement. 5) Responsible for certifying invoices for payment purposes. 6) Responsible for review, update and maintain the standard operating procedure and records. 7) Responsible for preparation of technical specification and execution of development works. 8) Liase/follow-up with operation unit/contractors/suppliers of the facilities on maintenance and operational matters. 9) Lead special project when the need arises. 10) Interface with other division if they require any assistance.	2) Lead and manage the Quality Management System for engineering division and ensure certifications by relevant governing bodies are sustained. 3) Plan, manage and coordinate the Engineering Control Center roles in ensuring engineering systems and facilities are reliable and safe to be used at all time. 4) Manage and coordinate with other engineering units on operation and maintenance procurement and contract matters. 5) Plan, manage and control yearly budget (OPEX and CAPEX). 6) Plan, organize, review and evaluate staff competency and skill for providing effective and efficient support and service. 7) Manage and participate in the development and standardization of goals, objectives, policies and priorities of engineering division. 8) Conduct variety of divisional studies against industry best practices and recommend improvement to programs and procedures as appropriate. 9) Manage effectively and timely during any system crisis and emergency situation.
LEVEL 5	**Senior Engineer** 1) Review and enforce the operation and maintenance to ensure highest level of system availability and reliability. 2) Prepare timely and accurate reporting for TTS and facilities.	**Senior Engineer** 1) Develop; review and enforce the operation and maintenance to ensure highest level of system availability and reliability.

AREA	Operations of Air Terminal Facilities (Transportation – Track Transit System)	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)
	3) Plan; prepare and implement the yearly budget (OPEX and CAPEX). 4) Develop staff competency and skill in order to improve the effectiveness of TTS operation and maintenance activities. 5) Keep abreast of new technology in order to properly plan for future enhancement and efficiency. 6) Assist on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 7) Coordinate effectively and timely during any system crisis and emergency situation. 8) Implement the project and contract management. 9) Analyse technical and financial data and recommends for continuous improvement action.	2) Adhere with Company's policies; quality management system; EMS; OHSAS; Green Globe 21 and any other certifications. 3) Prepare timely and accurate reporting for the assigned airport systems and facilities. 4) Plan and implement the yearly budget (OPEX and CAPEX). 5) Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 6) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 7) Assist Manager on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 8) Coordinate effectively and timely during any system crisis and emergency situation. 9) Implement the project and contract management. 10) Analyse technical and financial data and recommends for continuous improvement action.
LEVEL 4	**Technical Executive** 1) Execute and supervise the daily works and preventive maintenance carried out by technician to ensure the works done are according to the specified maintenance standards and quality.	**Technical Executive** 1) Adhere with company's policies; procedures; guideline; local/international regulations and legislations.

AREA	Operations of Air Terminal Facilities (Transportation – Track Transit System)	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)
	2) Assess review the planned preventive maintenance and repairs works according to the specified maintenance standards. 3) Coordinate with the O & M Executive on the planning, managing and supervising of the career development program of the Track Transit System unit as well as developing technically competent personnel. 4) Inspect, monitor and provide technical advice on the operation and maintenance of the Track Transit System so as to ensure the system being operated according to the operational and maintenance standards. 5) Execute the planned preventive maintenance of the Track Transit System. 6) Consolidate and analyse system failures and suggest actions to improve the TTS system performance. 7) Inspect, verify of all works, repairs, operational and planned preventive maintenance carried out by technician under supervision.	2) Prepare timely and accurate reporting for the assigned airport system facilities. 3) Prepare and implement the yearly budget. 4) Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 5) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 6) Assist on the special project in order to ensure the assigned airport system and facilities requirements are properly addressed. 7) Coordinate effectively and timely during any system crisis and emergency situation. 8) Implement the project and contract management. 9) Analyse technical and financial data and recommends for continuous improvement action.
LEVEL 3	**Technical Officer** 1) Responsible for any electrical fitting at TTS 2) Carry out repair and maintenance job related to voltage electrical installation and testing. 3) Supervise on minor electrical maintenance.	**Technical Officer** 1) Coordinates with the airports for the execution of 2-yearly relay calibration for the adequacy of required resource such as spares, manpower, transportation, duty/shift rosters, tools & consumables

AREA	Operations of Air Terminal Facilities (Transportation – Track Transit System)	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)
	4) Assist technician during inspection and repair of underground cable. 5) Carry out wiring inspection at Train track and HT and LV systems. 6) Undertake any tasks as required by technician.	for the performance of that maintenance activities in accordance with the endorsed schedule. 2) Collates and compiles data for the electrical competency related, i.e., system performance, regulatory audit findings, other audit findings, financial status and manpower requirements and highlight issues concerning the reliability of the electrical systems and facilities. 3) Compiles technical reports based on analysis of the maintenance and repair performed on facilities and systems. 4) Identifies and describes the various methods and tools in maintaining and repairing facilities and systems. 5) Coordinates and compiles all master schedules for PPM of all airports and understands the functions and operations of the facilities and systems. 6) Assists in electrical yearly audits with Engineers and verifies on the executions of PPM and audit schedules and monitor via SAP PM for the tracking of PPM/CM.
LEVEL 2	**Technician** 1) Liase with Technical Officer and Technical Executive on any emergency and proposed works to be carried out to minimize disruption to airport operation.	**Technician** 1) Inspect and carry out maintenance works according the instruction and standard given.

AREA	Operations of Air Terminal Facilities (Transportation – Track Transit System)	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)
	2) Implement the daily works and preventive maintenance works are according to the specified maintenance standards or work orders given. 3) Assist the Technical Officer on the planning; managing and supervising of the career development program of the Track Transit System unit as well as developing technically competent personnel. 4) Inspect and monitor on the operation and maintenance of the Track Transit System as to ensure the system being operated according to the operational and maintenance standards. 5) Trouble shooting problems and execute necessary repairs work in the event of system and breakdown. 6) Implementation and ensure TTS documentation for ISO 9001 Certification namely unit's SOP; checklists and forms are being complied and kept as records.	2) Assist the Technical Officer in the planning, managing and up-dating the maintenance and repair standard manuals and supervision of the work done by the contractor. 3) Assist technical assistant for the corrective maintenance and improvement projects for passenger loading bridges(PLB), visual docking guidance system(VDGS), pre conditioned air (PCA)and ground power unit (GPU). 4) Carry out all modification / improvement work timely and effectively. 5) Provide feedback to technical assistant on upgrading and modification works required. 6) Provide information to technical assistant on the performance of facilities recommendation to solve problem. 7) Utilise of SAP system for maintenance. 8) Provide information to technical assistant on purchasing of spare parts, other consumable item and tools required to perform maintenance.
LEVEL 1	No Level	No Level

Table 4.66: List of Occupational Responsibilities for Group 522 based on Table 4.27 (23 of 29)

AREA	ATC Activities (Area Radar/Surveillance)	ATC Activities (Area Procedure)	ATC Activities (Approach Radar/Surveillance)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Airspace/ Area Manager** 1) Manage the air traffic control service system works and operates in order in accordance with the department's standards and practices and the ICAO. 2) Coordinate the air traffic control coordination, aircraft emergency procedures, aircraft movement area operating in efficient and effective manner. 3) Coordinate related activities to air traffic control services / facilities and communications & navigation equipment are in good condition. 4) Manage the preparation and updating of regulations regarding air navigation	**Airspace Manager** 1) Manage the air traffic control service system works and operates in order in accordance with the department's standards and practices and the ICAO. 2) Coordinate the air traffic control coordination, aircraft emergency procedures, aircraft movement area operating in efficient and effective manner. 3) Coordinate related activities to air traffic control services / facilities and communications & navigation equipment are in good condition. 4) Manage the preparation and updating of regulations regarding air navigation	**Airspace Manager** 1) Manage the air traffic control service system works and operates in order in accordance with the department's standards and practices and the ICAO. 2) Coordinate the air traffic control coordination, aircraft emergency procedures, aircraft movement area operating in efficient and effective manner. 3) Coordinate related activities to air traffic control services / facilities and communications & navigation equipment are in good condition. 4) Manage the preparation and updating of regulations regarding air navigation

AREA	ATC Activities (Area Radar/Surveillance)	ATC Activities (Area Procedure)	ATC Activities (Approach Radar/Surveillance)
	services as well as air navigation regulatory procedures. 5) Coordinate the implementation of Safety programs related to air traffic services. 6) Lead the investigations of air traffic incidents. 7) Implement and declare precautionary services when needed. 8) Coordinate the search and rescue services as provided in the existing regulations as needed.	services as well as air navigation regulatory procedures. 5) Coordinate the implementation of Safety programs related to air traffic services. 6) Lead the investigations of air traffic incidents. 7) Implement and declare precautionary services when needed. 8) Coordinate the search and rescue services as provided in the existing regulations as needed.	services as well as air navigation regulatory procedures. 5) Coordinate the implementation of Safety programs related to air traffic services. 6) Lead the investigations of air traffic incidents. 7) Implement and declare precautionary services when needed. 8) Coordinate the search and rescue services as provided in the existing regulations as needed.
LEVEL 4	**Airspace Supervisor** 1) Review, identify and plan the requirements of the Air Traffic Control System as well as plan development projects. 2) Verifty all procedures (Radar and Procedural) of air traffic control are planned in accordance with the prescribed rules.	**Airspace Supervisor** 1) Review, identify and plan the requirements of the Air Traffic Control System as well as plan development projects. 2) Verfify all procedures (Radar and Procedural) of air traffic control are planned in accordance with the prescribed rules.	**Airspace Supervisor** 1) Perform surveillance actiivities in accordance with established rules. 2) Plan air traffic movements quickly and efficiently without compromising safety. 3) Determine the time slot for the aircraft. 4) Set-up, inspect and operate communications and radar equipment. 5) Perform radar map video compatibility checks.

AREA	ATC Activities (Area Radar/Surveillance)	ATC Activities (Area Procedure)	ATC Activities (Approach Radar/Surveillance)
	3) Participate with the investigation of the incident, prepare reports and recommendations of corrective action. 4) Carry out the planning requirements for the construction and renovation of the airspace and the restructuring of the airspace. 5) Conform the adherences to the standards and standards of operation of air traffic control services. 6) Verify the Radar stations and navigation tools such as VOR, NDB and ILS are in good working condition and functioning properly.	3) Participate with the investigation of the incident, prepare reports and recommendations of corrective action. 4) Verify the standards and standards of operation of air traffic control services are established. 5) Verify the Radar stations and navigation tools such as VOR, NDB and ILS are in good working condition and functioning properly.	6) Conduct Practical and Oral Examinations on Coaches.
LEVEL 3	**Radar/ Procedure Man** 1) Perform surveillance activities in accordance with established rules. 2) Plan air traffic movement quickly and efficiently without compromising safety. 3) Determine the time slot for the aircraft movement.	**Radar/ Procedure Man** 1) Implement an air traffic control service in its sector by providing authorization, directive, advice and information to aircraft or flight attendants. 2) Inform ATC Clearance and SIDs to aircraft seeking to depart.	**Radar Man** 1) Perform surveillance activities in accordance with established rules. 2) Plan air traffic movement quickly and efficiently without compromising safety. 3) Determine the time slot for the aircraft. 4) Set-up, inspect and operate communications and radar equipment.

AREA	ATC Activities (Area Radar/Surveillance)	ATC Activities (Area Procedure)	ATC Activities (Approach Radar/Surveillance)
	4) Set-up, inspect and operate communications and radar equipment. 5) Perform radar map video compatibility checks.	3) Input the permissions and instructions into the electronic data and flight progress strip. 4) Disseminate weather information to aircraft in its sector. 5) Coordinate all aircraft movements with foreign parties and related agencies. 6) Update flight and weather information for Terminal Control Airspace.	5) Perform radar map video compatibility checks.
LEVEL 2	No Level	No Level	No Level
LEVEL 1	No Level	No Level	No Level

Table 4.67: List of Occupational Responsibilities for Group 522 based on Table 4.27 (24 of 29)

AREA	ATC Activities (Aerodrome)	ATC Activities (Approach Procedure)	ATC Activities (Flight Information Services)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Airport Manager** 1) Manage building maintenance contracts as well as maintenance of air traffic control equipment / equipment 2) Planning the organization's annual work including the maintenance of the ATC system. 3) Plan the implementation of activities and to update the procedures in accordance with ICAO resolutions. 4) Lead the designing of safety matters, requirements and the maintenance of equipment. 5) Plan for all air traffic control operations including Apron Control and AIS operations.	**Airport Manager** 1) Lead complex Air Traffic Control operations on aircraft landing and departure 2) Plan the training program to staff, including the Annex training to be conducted. 3) Monitor standards and competencies of each air traffic control officer. 4) Coordinate the drafting and writing procedures related to airport operations. 5) Lead search and rescue services and assistance to airlines in need. 6) Coordinate Chain Of Command is positioned as chief of operations in its shifts.	**Airport Manager** 1) Lead complex Air Traffic Control operations on aircraft landing and departure 2) Plan the training program to staff, including the Annex training to be conducted. 3) Monitor standards and competencies of each air traffic control officer. 4) Coordinate the drafting and writing procedures related to airport operations. 5) Provide search and rescue services and assistance to airlines in need. 6) Coordinate Chain Of Command is positioned as chief of operations in its shifts.

AREA	ATC Activities (Aerodrome)	ATC Activities (Approach Procedure)	ATC Activities (Flight Information Services)
		7) Manage surveillance activities in accordance with established rules. 8) Lead air traffic control quickly and efficiently without compromising safety.	7) Perform surveillance in accordance with established rules. 8) Lead air traffic control quickly and efficiently without compromising safety.
LEVEL 4	**Tower Supervisor** 1) Review, identify and plan the requirements of the Air Traffic Control System as well as plan development projects. 2) Verify the air traffic control procedures are planned in accordance with established rules. 3) Participate with the investigation of the incident, to make reports and recommendations for corrective action. 4) Verify the standards and standards of operation of air traffic control services. 5) Oversee air traffic service development projects 6) Planning and preparing annual management budget estimates.	**Tower Supervisor** 1) Execute air traffic control operation for the safety and smoothness of the landing and departure phases. 2) Provide air traffic control instructions to the aircraft. 3) Provide weather information and keep up to date with changing weather conditions to the aircraft. 4) Provide search and rescue steps – where needed. 5) Control the operation of approach lights and runaway lights. 6) Communicate with the nearest Air Traffic Control Center / Unit for nearby air traffic information.	**Tower Supervisor** 1) Execute air traffic control operation for the safety and smoothness of the landing and departure phases. 2) Provide air traffic control instructions to the aircraft. 3) Provide weather information and keep up to date with changing weather conditions to the aircraft. 4) Provide search and rescue steps – where needed. 5) Control the operation of approach lights and runaway lights. 6) Communicate with the nearest Air Traffic Control Center / Unit for nearby air traffic information.

AREA	ATC Activities (Aerodrome)	ATC Activities (Approach Procedure)	ATC Activities (Flight Information Services)
	7) Maintain good relationships with 'Local Operators' and related organizations.	7) Verify the air traffic control services are in line with Government and International Agency policies and guidelines.	7) Verify the air traffic control services are in line with Government and International Agency policies and guidelines.
LEVEL 3	**Aerodrome Officer** 1) Plan for ensuring the safety and smoothness of the landing and departure phases. 2) Provide air traffic control instructions to the aircraft. 3) Provide weather information and keep up to date with changing weather conditions to the aircraft. 4) Perform a search and rescue step. 5) Control the operation of approach lights and runaway lights. 6) Communicate with the nearest Air Traffic Control Centre / Unit for nearby air traffic information.	**Officer – Approach Procedure** 1) Implement an air traffic control service in its sector by providing authorization, directive, advice and information to aircraft. 2) Control the operation of approach lights and runaway lights. 3) Set-up, inspect and operate communications and radar equipment. 4) Update flight and weather information for Terminal Control Airspace. 5) Receive and record all information manually and electronically.	**Flight Information Service Officer** 1) Provide and correct routes in flight data. 2) Manage electronic data when the aircraft is off or when it is expected to arrive. 3) Coordinate with airlines and airports to obtain flight information. 4) Receive and record all information manually and electronically. 5) Perform air traffic control services to aircraft operating under the control and control of VHF radar and radio
LEVEL 2	No Level	No Level	No Level
LEVEL 1	No Level	No Level	No Level

Table 4.68: List of Occupational Responsibilities for Group 522 based on Table 4.28 (25 of 29)

AREA	Ground Service Activities on Airfields – Airports (Airside Operations)	Ground Service Activities on Airfields – Airports (Engineering – Airfield Ground Lighting)
LEVEL 8	Not Available	Not Available
LEVEL 7	**Senior Manager** 1) Ensure operational excellence of Control Centre, Terminal Services, Flight operations, Landside Management; and compliance to all statutory requirements to ensure a safe and efficient operating environment. 2) Monitor and react on all complaints and feedbacks pertaining to operational matters at airport to achieve the highest level of satisfaction on service standards. 3) Drive Total Airport Experience (TAE) initiative at airport 4) Plan and manage Airside facilities and systems to ensure full compliance to ICAO and DCA regulations to achieve yearly DCA Certification and best practices in Airside safety. 5) Maintain excellent rapport with airlines, government agencies and service providers to ensure effective coordination and communication takes place to achieve smooth operations of the airport.	**Senior Manager** 1) Oversees overall works implementation to ensure a timely completion, within budget and of acceptable quality 2) Effectively control and optimize OPEX and CAPEX expenditure 3) Review and enforce the operation and maintenance to ensure highest level of system availability and reliability. 4) Prepare timely and accurate reporting for AGL, EPS and Airport Pavement 5) Develop staff competency and skill in order to improve the effectiveness of AGL, EPS and Airport Pavement operation and maintenance activities. 6) Keep abreast of new technology in order to properly plan for future enhancement and efficiency 7) Responsible for talent development to ensure talent retention

AREA	Ground Service Activities on Airfields – Airports (Airside Operations)	Ground Service Activities on Airfields – Airports (Engineering – Airfield Ground Lighting)
LEVEL 6	**Manager** 1) Lead and manage Airside Safety Operations for airport. 2) Ensure airside procedures and policies are in accordance to statutory standards and requirements. 3) Endorse and presents Airside annual budget for management approval and controls expenditures to ensure procurement activities. 4) Ensure all airside audits required by management and regulatory body such as IMS, Aerodrome audit and SMS audit are complied. 5) Formulate operational and emergency procedures for Airside. 6) Prepare periodic reports to management on the operational status. 7) Make recommendations for improving effectiveness of services or practice to align with business strategies. 8) Represent the department/company in international or local forums and meeting where required. 9) Develop key performance indicators of Airside personnel and evaluates performance management. 10) Study and improve the management of Airside Operations accordingly to the business demand/requirement.	**Manager** 1. Strategize and provide direction for the operation and maintenance to ensure highest level of system availability and reliability. 2. Ensure compliance to Company's policies, procedures, guidelines, local/international regulations and legislations 3. Provide timely and accurate reporting for the assigned airport systems and facilities. 4. Plan, manage and control yearly budget (OPEX and CAPEX) for in order to provide cost effective airport services. 5. Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 6. Lead special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 7. Manage effectively and timely during any system crisis and emergency. 8. Lead and provide guidance on the project and contract management. 9. Benchmark against industry best practices and recommends for continuous improvement.

AREA	Ground Service Activities on Airfields – Airports (Airside Operations)	Ground Service Activities on Airfields – Airports (Engineering – Airfield Ground Lighting)
LEVEL 5	**Senior Executive** 1) Liase with all MAHB divisions, tenant companies, Government and Statutory bodies including Air Traffic Control Unit, Police, Customs, Immigration and Handling Agents for works in the airside. 2) Coordinate activities to ensure safety issues are taken care of at emergency incident or accidents and salvage operations. 3) Act as key coordinator between Civil Aviation Authority of Malaysia (CAAM) Control Tower and other relevant agencies. 4) Provide line management to the Airside Safety Unit and ensuring that the level of performance to all airside duties and quality of airside management are not compromised. 5) Coordinate with the relevant external agencies and internal divisions to ensure VIP vehicle escort in movement areas are carried out in an orderly and expeditious manner. 6) Conduct safety audits with airlines, Civil Aviation Authority of Malaysia (CAAM), and Ground Handlers to ensure the airports meets ICAO & statutory standards.	**Senior Engineer** 1) Review and enforce the operation and maintenance to ensure highest level of system availability and reliability. 2) Prepare timely and accurate reporting for AGL and facilities. 3) Plan; prepare and implement the yearly budget (OPEX and CAPEX). 4) Develop staff competency and skill in order to improve the effectiveness of AGL operation and maintenance activities. 5) Keep abreast of new technology in order to properly plan for future enhancement and efficiency. 6) Assist on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 7) Coordinate effectively and timely during any system crisis and emergency. 8) Implement the project and contract management. 9) Compile technical and financial data and recommends for continuous improvement action.
LEVEL 4	**Executive** 1) Ensure that safety standards of airport are in accordance with Aerodrome Manual. 2) Acts as part of the Bird and Dog shooting exercise coordinator.	**Technical Executive** 1) Develop, review and enforce the operations and maintenance of AGL to ensure highest level of system availability and reliability.

AREA	Ground Service Activities on Airfields – Airports (Airside Operations)	Ground Service Activities on Airfields – Airports (Engineering – Airfield Ground Lighting)
	3) Day to day Laison with all MAHB airport divisions, Tenant companies' government and statuary organizations on all airport works and planned development. 4) Coordinate activities at Emergency Incidents/ accidents and salvage operations. 5) Coordinate with Civil, Electrical or Mechanical Engineering for emergency repairs to ensure that the Airport is returned to full operational condition as soon as possible during emergency. 6) Conduct meetings with airside contractors and advised them to the safety requirements and procedures and ensuring that the contractors always adhere to it. 7) Excellent public relations and communication skill are required as the daily job involves contact with stakeholders. 8) Keep abreast of new developments and legislations in Airport operations and environment management. 9) Perform enforcement checks on all workers in Airside as to ensure adherence to the Airside rules and regulations. 10) Liase and build good relationship with ground handlers and other Airside user pertaining to Airside Safety Enhancement Program. 11) Plan and deliver a comprehensive long-term operational plan to meet the future operational needs of airport and deliver the annual plan and budget for Enforcement Unit. 12) Eliminate damages to facilities due to abuse or vandalism.	2) Adhere with Company's policies, procedures, guidelines, local/international regulations and legislations, quality management system and any other certifications. 3) Prepare timely and accurate reporting for AGL systems and facilities. 4) Plan, prepare and implement the yearly budget (OPEX and CAPEX). 5) Develop staff competency and skill in order to improve the effectiveness of operation and maintenance activities. 6) Keep abreast of new technology in order to properly plan for future enhancement and efficiency. 7) Assist on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 8) Coordinate effectively and timely during any system crisis and emergency. 9) Implement the project and contract management. 10) Analyse technical and financial data and recommends for continuous improvement action.

AREA	Ground Service Activities on Airfields – Airports (Airside Operations)	Ground Service Activities on Airfields – Airports (Engineering – Airfield Ground Lighting)
	13) Ensure all vehicles and motorized equipment are strictly adhered to Airside rules and regulations. 14) Ensure all airside drivers and vehicles possess valid driving license and permits.	
LEVEL 3	**Operations Officer/ Senior Operations Officer** 1) Perform inspection to ensure all facilities are in good serviceable condition at inspection zone. 2) Handle all communication and co-ordination with related parties on day to day operations. 3) Collect NOTAM bulletins and others CAAM circular from AIC office for distribution. 4) Arrange the distribution of Trunk Radio System and Very High Frequency (VHF) and update the TRS log books. 5) Collect relevant data during accident/incident and assist the accident Investigation Team in the preliminary investigation. 6) Ensure operations vehicles are in good conditions, clean accordance to the schedule and vehicles log books up to date during Hand Over Watch and Take Over Watch. 7) Ensure driver sweepers fill up daily maintenance service logbooks and sweeping form. 8) Ensure that the apron is free from FODs and make arrangement for the area to be close if hazards exist.	**Technical Officer** 1) Responsible for any electrical fitting at the airport. 2) Carry out repair and maintenance job related to voltage electrical installation and testing. 3) Supervise on minor electrical maintenance. 4) Assist technician during inspection and repair of underground cable (pit). 5) Carry out wiring inspection at the runway lighting facilities. 6) Carry out preventive maintenance inspection for AGL; HT and LV systems. 7) Supervise the project and contract management.

AREA	Ground Service Activities on Airfields – Airports (Airside Operations)	Ground Service Activities on Airfields – Airports (Engineering – Airfield Ground Lighting)
LEVEL 2	**Operations/ Admin Assistance** 1) Conduct regular inspection of the airfield and apron facilities with regards to safety and security 2) Initiate regular Runway Friction test 3) Initiate procedure restriction or closure of runways, Taxiways and apron if circumstances necessitate it 4) Monitor of wildlife hazard. 5) Initiate standard procedures for emergencies and participate in regular training 6) Investigate and report on any accident/incident or oil spillage and take action to ensure the safety of operation. 7) Provide safety and security cover to special VVIP (High Risk Personnel). 8) Maintain and monitor to ensure no obstruction protrudes out from the Obstacle Clearance Zone.	**Technician** 1) Adhere and execute the operation and maintenance to ensure highest level of system availability and reliability. 2) Abide by Company's policies, procedures, guidelines, local/international regulations and legislations 3) Maintain data and information accurately for reporting on the assigned airport systems and facilities. 4) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 5) Maintain technical data and inputs for continuous improvement action 6) Liase with Technical Officer and Technical Executive on any emergency and proposed works to be carried out to minimize disruption to airport operation. 7) Implement the daily works and preventive maintenance works are according to the specified maintenance standards or work orders given. 8) Inspect and monitor on the operation and maintenance of the AGL as to ensure the lighting being operated according to the operational and maintenance standards. 9) Trouble shooting problems and execute necessary repairs work in the event of system and breakdown.

AREA	Ground Service Activities on Airfields – Airports (Airside Operations)	Ground Service Activities on Airfields – Airports (Engineering – Airfield Ground Lighting)
		10) Implementation and ensure AGL documentation for ISO 9001 Certification namely unit's SOP; checklists and forms are being complied and kept as records.
LEVEL 1	No Level	No Level

AREA	Ground Service Activities on Airfields – Airports (Engineering – Electrical Power System (EPS))	Ground Service Activities on Airfields – Airports (Engineering – Airport Pavement)
LEVEL 8	Not Available	Not Available
LEVEL 7	**Senior Manager** 1) Oversees overall works implementation to ensure a timely completion, within budget and of acceptable quality. 2) Effectively control and optimize OPEX and CAPEX expenditure. 3) Review and enforce the operation and maintenance to ensure highest level of system availability and reliability. 4) Prepare timely and accurate reporting for AGL, EPS and Airport Pavement. 5) Develop staff competency and skill in order to improve the effectiveness of AGL, EPS and Airport Pavement operation and maintenance activities. 6) Keep abreast of new technology in order to properly plan for future enhancement and efficiency. 7) Responsible for talent development to ensure talent retention.	**Senior Manager** 1) Oversees overall works implementation to ensure a timely completion, within budget and of acceptable quality. 2) Effectively control and optimize OPEX and CAPEX expenditure. 3) Review and enforce the operation and maintenance to ensure highest level of system availability and reliability. 4) Prepare timely and accurate reporting for AGL, EPS and Airport Pavement. 5) Develop staff competency and skill in order to improve the effectiveness of AGL, EPS and Airport Pavement operation and maintenance activities. 6) Keep abreast of new technology in order to properly plan for future enhancement and efficiency. 7) Responsible for talent development to ensure talent retention.
LEVEL 6	**Manager** 1) Assist on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed.	**Manager** 1) Ensure smooth coordination and deliverables for operation and maintenance of airport systems and facilities.

AREA	Ground Service Activities on Airfields – Airports (Engineering – Electrical Power System (EPS))	Ground Service Activities on Airfields – Airports (Engineering – Airport Pavement)
	2) Coordinate effectively and timely during any system crisis and emergency. 3) Plan; prepare and implement the yearly budget (OPEX and CAPEX). 4) Develop staff competency and skill in order to improve the effectiveness of AGL, EPS and Airport Pavement operation and maintenance activities. 5) Ensure smooth coordination and deliverables for operation and maintenance of airport systems and facilities.	2) Resolve contractual issues and Sst up issue alerts for all important contractual and milestone dates. 3) Analyse and establish guidelines, procedures, methodologies and approaches on the maintenance strategy for enhancement of airport system/facilities, operational efficiency and cost optimization. 4) Establish and performs any monitoring activities as well as analysis of airport facilities behaviours. 5) Design maintenance strategies, procedures and methods. 6) Prepare budget on planning maintenance. 7) Monitor OPEX and CAPEX budget utilization and compares it with the baseline planning. 8) Monitor and manage contracts.
LEVEL 5	**Senior Engineer** 1) Plan for safe and efficient operation and maintenance of the overall electrical installation within Airports are accordingly to the specified maintenance standards. 2) Review and enforce the operation and maintenance to ensure highest level of system availability and reliability. 3) Prepare timely and accurate reporting for EPS. 4) Keep abreast of new technology in order to properly plan for future enhancement and efficiency.	**Senior Engineer** 1) Identify operational priorities by assessing operational objectives; such as, efficiency, cost savings, energy conservation. 2) Develop operational solutions by defining, studying, estimating, and determining impact on total system. 3) Identify operational problems by observing and studying system functioning and performance results. 4) Establish long term capital and operating budget for long term benefit.

AREA	Ground Service Activities on Airfields – Airports (Engineering – Electrical Power System (EPS))	Ground Service Activities on Airfields – Airports (Engineering – Airport Pavement)
	5) Implement the project and contract management. 6) Compile technical and financial data and recommends for continuous improvement action.	5) Perform procurement activities i.e. prepare contract document, tender evaluation, approval committee papers. 6) Liase with client departments and customers i.e ASU, auditors, procurement, other sub divisions and stakeholders, etc. 7) Perform other related tasks and duties as assigned.
LEVEL 4	**Technical Executive** 1) Execute and responsible for safe and efficient operation and maintenance of the overall electrical installation within Airports are accordingly to the specified maintenance standards. 2) Controls and ensures compliance of any work or operation of an installation required by licensee and Electrical Supply Acts and Regulations of the installation. 3) Work or operation and who shall be responsible for any work or operation carried out by any person under his control for the installation or equipment belonging to the license. 4) Perform maintenance work at All Power Station in order to ensure safety precaution shall be observed at all times to prevent danger and promotes safe working culture and best practices in electrical operations and maintenance. 5) Review new & upgrade/modify electrical installations and keeps up with new technology advancements.	**Technical Executive** 1) Ensure effective execution of maintenance program continually review the effectiveness of the maintenance strategy. 2) Control and ensure compliance with local/international regulations and legislations for safe and efficient airport operation and maintenance. 3) Provide operational information to reliability and planning team. 4) Supervise inspections on maintenance works so as to ensure quality and compliance with standards and instruction as well as timely completion. 5) Supervise and monitoring maintenance activities at site. 6) Control maintenance tools, stores and equipment. 7) Monitor and manages contractors and suppliers from starting of contract to end of contract period. 8) Maintain appropriate documentation of maintenance works, notifications and work orders as well as other operating reports for each area.

AREA	Ground Service Activities on Airfields – Airports (Engineering – Electrical Power System (EPS))	Ground Service Activities on Airfields – Airports (Engineering – Airport Pavement)
	6) Check, test and calibrate any protective relay and device of an installation, 7) Reviews and standardizes job functions or checklists from time to time in complying to regulatory requirement.	9) Verify of works for payment and ensure sufficient supporting documents. 10) Coordinate effectively and timely during any system crisis and emergency. 11) Maintain appropriate documentation of maintenance works, notifications and work orders as well as other operating reports for each area. 12) Liase with client departments and customers i.e auditors, procurement, other sub divisions and stakeholders.
LEVEL 3	**Technical Officer** 1) Adhere and execute the operation and maintenance to ensure highest level of system availability and reliability. 2) Abide by Company's policies, procedures, guidelines, local/international regulations and legislations, and any other certifications. 3) Maintain data and information accurately for reporting on the assigned airport systems and facilities. 4) Participate on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 5) Troubleshoot efficiently and timely during any system crisis and emergency. 6) Supervise the project and contract management.	**Technical Officer** 1) Ensure all information is clearly inform to Eng. (Executive-Engineer) in shift/ Normal Working Hour. 2) Assist Exec-Eng. on creation execution daily activity , monitoring and improvement of related & control system PPM activities. 3) Support mechanical team any surface condition on Apron, Taxiway or Runway issue when require. 4) Participate on the special projects in order to ensure the assigned airport system and facilities requirements are properly addressed. 5) Troubleshoot any system crisis and emergency. 6) Supervise project pavement and contract management deliver onsite.

AREA	Ground Service Activities on Airfields – Airports (Engineering – Electrical Power System (EPS))	Ground Service Activities on Airfields – Airports (Engineering – Airport Pavement)
	7) Maintain technical data and inputs for continuous improvement action. 8) Carry out wiring inspection at the Power Station. 9) Carry out preventive maintenance inspection for HT and LV systems.	7) Maintain technical data and inputs for continuous improvement action. 8) Perform other related tasks and duties as assigned. 9) Verify of works at site. 10) Carry out inspections on maintenance works so as to ensure quality and compliance with standards and instruction as well as timely completion. 11) Respond immediately to facilities breakdowns.
LEVEL 2	**Technician** 1) Adhere and execute the operation and maintenance to ensure highest level of system availability and reliability. 2) Abide by Company's policies, procedures, guidelines, local/international regulations and legislations. 3) Maintain data and information accurately for reporting on the assigned airport systems and facilities. 4) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 5) Maintain technical data and inputs for continuous improvement action.	**Technician** 1) Adhere and execute the operation and maintenance to ensure highest level of system availability and reliability. 2) Abide by Company's policies, procedures, guidelines, local/international regulations and legislations. 3) Maintain data and information accurately for reporting on the assigned airport systems and facilities. 4) Keep abreast of new technology in order to properly plan for future enhancement and efficiency improvement of the assigned airport system and facilities. 5) Maintain technical data and inputs for continuous improvement action.

AREA	Ground Service Activities on Airfields – Airports (Engineering – Electrical Power System (EPS))	Ground Service Activities on Airfields – Airports (Engineering – Airport Pavement)
LEVEL 1	No Level	No Level

Table 4.70: List of Occupational Responsibilities for Group 522 based on Table 4.29 (27 of 29)

AREA	Fire Fighting and Fire-Prevention Services at Airports (Operation – AFRS)	Fire Fighting and Fire-Prevention Services at Airports (Maintenance)
LEVEL 8	Not Available	Not Available
LEVEL 7	**Senior Manager** 1) Endorse and presents AFRS airport annual budget for management approval and controls expenditures. 2) Recommend implementation of policies, projects and interventions. 3) Determine the adequacy of resources to enable effective and efficient implementation of AFRS functions. 4) Lead the review, comprehension and implementation of relevant national and international regulations applicable to the service. 5) Lead and monitor the annual AFRS Rating Standard programme. 6) Plans and ensures that mandatory emergency exercises relevant to the service are conducted. 7) Interacts on a regular basis with other relevant authorities within the airport to ensure adequate level of coordination and cooperation. 8) Present at Crisis Control Centre in order to provide technical expertise on rescue and fire fighting operation during crisis. 9) Develops key performance indicators of personnel and evaluates human performance management of his personnel.	**Senior Manager** 1) Endorse and presents AFRS airport annual budget for management approval and controls expenditures 2) Recommend implementation of policies, projects and interventions. 3) Determine the adequacy of resources to enable effective and efficient implementation of AFRS functions. 4) Lead the review, comprehension and implementation of relevant national and international regulations applicable to the service. 5) Lead and monitor the annual AFRS Rating Standard programme. 6) Plans and ensures that mandatory emergency exercises relevant to the service are conducted. 7) Interacts on a regular basis with other relevant authorities within the airport to ensure adequate level of coordination and cooperation. 8) Present at Crisis Control Centre in order to provide technical expertise on rescue and fire fighting operation during crisis. 9) Develops key performance indicators of personnel and evaluates human performance management of his personnel.

AREA	Fire Fighting and Fire-Prevention Services at Airports (Operation – AFRS)	Fire Fighting and Fire-Prevention Services at Airports (Maintenance)
LEVEL 6	**Manager** 1) Identifies training requirements to equip AFRS personnel with required knowledge, skill and competency. 2) Identifies learning and development efforts required to ensure adequacy of level of knowledge, skill and attitude of individuals roles. 3) Ensure that mandatory emergency exercises relevant to the service are conducted. 4) Manage fire prevention inspections and activities to determine effectiveness of systems and facilities. 5) Ensure the airport is free from all forms of fire hazard. 6) Provide technical expertise on fire safety and identification of various risks and hazard at the workplace.	**Manager** 1) Identifies training requirements to equip AFRS personnel with required knowledge, skill and competency. 2) Identifies learning and development efforts required to ensure adequacy of level of knowledge, skill and attitude of individuals roles. 3) Ensure that mandatory emergency exercises relevant to the service are conducted. 4) Manage fire prevention inspections and activities to determine effectiveness of systems and facilities. 5) Ensure the airport is free from all forms of fire hazard. 6) Provide technical expertise on fire safety and identification of various risks and hazard at the workplace.
LEVEL 5	**Senior Executive** 1) Manages the AFRS operational teams under his command at fire station and ensures in-shift administration concerning his personnel complies to company rules and regulations. 2) Appraises the performance and discipline of his personnel and be accountable for their human performance management results. 3) Trains his personnel by conducting in-shift training sessions to motivate and enhance their knowledge, skill and efficiency.	**Senior Engineer** 1) Manages the AFRS operational teams under his command at fire station and ensures in-shift administration concerning his personnel complies to company rules and regulations. 2) Appraises the performance and discipline of his personnel and be accountable for their human performance management results. 3) Trains his personnel by conducting in-shift training sessions to motivate and enhance their knowledge, skill and efficiency.

AREA	Fire Fighting and Fire-Prevention Services at Airports (Operation – AFRS)	Fire Fighting and Fire-Prevention Services at Airports (Maintenance)
	4) Enforces AFRS Rating Standard programme, to ensure fitness of personnel perform strenuous rescue and firefighting duties. 5) Ensures that his men are thoroughly familiar with the aerodrome topography and layout of buildings at the airports. 6) Conducts studies and researches new technologies to develop and raise the standard of the service. 7) Prepares vehicle and equipment technical specifications and conducts evaluation and acceptance tests of these facilities to ensure compliance to specifications.	4) Enforces AFRS Rating Standard programme, to ensure fitness of personnel perform strenuous rescue and firefighting duties. 5) Ensures that his men are thoroughly familiar with the aerodrome topography and layout of buildings at the airports. 6) Conducts studies and researches new technologies to develop and raise the standard of the service. 7) Prepares vehicle and equipment technical specifications and conducts evaluation and acceptance tests of these facilities to ensure compliance to specifications.
LEVEL 4	**Senior Executive/ Executive** 1) Leads the rescue and firefighting operation at aircraft accidents/incidents at runways and other emergencies at the airport. 2) Make decisions under pressure towards resolving a situation, which requires speed and decisiveness, with the primary objective of saving lives. 3) Assumes initial command and control at structural incident/accidents at the airport pending the arrival of relevant authorities. 4) Ensures that relevant standards, procedures and operational practices are adhered to by the AFRS operation under his command.	**Technical Executive** 1) Leads the rescue and firefighting operation at aircraft accidents/incidents at runways and other emergencies at the airport. 2) Make decisions under pressure towards resolving a situation, which requires speed and decisiveness, with the primary objective of saving lives. 3) Assumes initial command and control at structural incident/accidents at the airport pending the arrival of relevant authorities. 4) Ensures that relevant standards, procedures and operational practices are adhered to by the AFRS operation under his command.

AREA	Fire Fighting and Fire-Prevention Services at Airports (Operation – AFRS)	Fire Fighting and Fire-Prevention Services at Airports (Maintenance)
	5) Manages daily inter-shift schedule and ensuring these duties and responsibilities are carried out on schedule accordingly.	5) Manages daily inter-shift schedule and ensuring these duties and responsibilities are carried out on schedule accordingly.
LEVEL 3	**Fire Officer** 1) Assist the commanding officer in ensuring adequate manpower and resources to implement effective rescue and firefighting at the airport. 2) Lead the aircraft rescue and firefighting operation in the area, adjacent to the aircraft. 3) Lead the rescue and firefighting operation at structural fires and other incidents at the airport. 4) Assist the commanding officer in planning, organizing, directing and controlling inter-shift activities to ensure performance and compliance to standard operating procedures and regulatory concerns. 5) Assist the commanding officer in planning, organizing, directing and controlling personnel, resources and operations of the rescue and firefighting team. 6) Confer with the topography of the airport and adjacent areas . 7) the team informed of latest development pertaining to policies, regulations, requirements, knowledge and set of skills necessary. 8) Assist the commanding officer in ensuring that the AFRS Rating Standard Programme are performed.	**Technical Officer** 1) Assists the commanding officer in ensuring adequate manpower and resources to implement effective rescue and firefighting at the airport. 2) Leads the aircraft rescue and firefighting operation in the area, adjacent to the aircraft. 3) Leads the rescue and firefighting operation at structural fires and other incidents at the airport. 4) Assists the commanding officer in planning, organizing, directing and controlling inter-shift activities to ensure performance and compliance to standard operating procedures and regulatory concerns. 5) Assists the commanding officer in planning, organizing, directing and controlling personnel, resources and operations of the rescue and firefighting team. 6) Conversant with the topography of the airport and adjacent areas. 7) Keeps his team informed of latest development pertaining to policies, regulations, requirements, knowledge and set of skills necessary.

AREA	Fire Fighting and Fire-Prevention Services at Airports (Operation – AFRS)	Fire Fighting and Fire-Prevention Services at Airports (Maintenance)
	9) Prepare and submit reports/ records/ information to the commanding officer.	8) Assists the commanding officer in ensuring that the AFRS Rating Standard Programme are performed. 9) Prepares and submits reports/records/information to the commanding officer.
LEVEL 2	**Fireman** 1) Force entry of aircraft and premises for firefighting and rescue operations, carries and uses charged lines. 2) Participate in a continuous training programme by attending lectures, exercises, practice drill sessions and other forms of training to maintain fitness and competence levels. 3) Participate in aircraft crash practices, building evacuation drills, fire drills and other exercise. 4) Perform special services other than his core function and other supplementary duties relevant to the service. 5) Conduct daily maintenance, cleaning and upkeep of fire vehicles and rescue and firefighting equipment/facilities at the fire station. 6) Conduct daily inspection as per checklist to ensure all facilities/equipment. 7) Assist and conduct fire prevention inspections and tests. 8) Provide coverage in absence of other personnel in order to meet the AFRS minimum manning requirement.	**Technician** 1) Force entry of aircraft and premises for firefighting and rescue operations, carries and uses charged lines. 2) Participates in a continuous training programme by attending lectures, exercises, practice drill sessions and other forms of training to maintain fitness and competence levels. 3) Participates in aircraft crash practices, building evacuation drills, fire drills and other exercise. 4) Performs special services other than his core function and other supplementary duties relevant to the service. 5) Conducts daily maintenance, cleaning and upkeep of fire vehicles and rescue and firefighting equipment/facilities at the fire station; 6) Conducts daily inspection as per checklist to ensure all facilities/equipment. 7) Assists with and conducts fire prevention inspections and tests 8) Provide coverage in absence of other personnel in order to meet the AFRS minimum manning requirement.

AREA	Fire Fighting and Fire-Prevention Services at Airports (Operation – AFRS)	Fire Fighting and Fire-Prevention Services at Airports (Maintenance)
LEVEL 1	No Level	No Level

Table 4.71: List of Occupational Responsibilities for Group 522 based on Table 4.31 (28 of 29)

AREA	Fowarding of Fright (Import)	Fowarding of Fright (Export)	Fowarding of Fright (Value Added Activities)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	**Operation Manager** 1) Review and refine company SOP. 2) Build a good rapport with stakeholder. 3) Prepare training module. 4) Conduct training. 5) Oversee entire inbound operation. 6) Evaluate staff performance. 7) Analyse, verify and present monthly inbound operation report. 8) Propose financial, budget and resource planning. 9) Prepare marketing strategies.	**Operation Manager** 1) Review and refine company SOP. 2) Build a good rapport with stakeholder. 3) Prepare training module. 4) Conduct training. 5) Oversee entire outbound operation. 6) Evaluate staff performance. 7) Analyse, verify and present monthly outbound operation report. 8) Propose financial, budget and resource planning. 9) Prepare marketing strategies.	**Operation Manager** 1) Ensure reliable customer service delivery and on time performance. 2) Plan and monitor the activities of ground crew in the loading, unloading, securing and staging of cargo. 3) Ensure the distribution of cargo in such manner that space used is maximised. 4) Plan and design the accomplishment of FCZ service standard on the processing of free zone declaration and any project pertaining to FCZ system development. 5) Ensure effective cargo and FCZ operation through collaboration with internal and external stakeholders.

AREA	Fowarding of Fright (Import)	Fowarding of Fright (Export)	Fowarding of Fright (Value Added Activities)
LEVEL 4	**Operation Executive** 1) Interpret SOP and action plan. 2) Monitor Custom clearance process. 3) Coordinate and provide feedback to customer on custom clearance. 4) Liase with customs to update regulatory requirement, policies and procedure. 5) Liase with airlines/shipping line/ terminal operators/ rail operator/ transport service provider/ border authorities. 6) Compile and prepare monthly inbound operation report. 7) Develop and implement awareness of best practice in health and safety for the workplace.	**Operation Executive** 1) Interpret SOP and action plan. 2) Monitor cargo submission. 3) Coordinate and provide feedback to customer on outbound cargo status. 4) Liase with Customs/Other Government Agencies (OGA) to update regulatory requirement, policies and procedure. 5) Liase with airlines/shipping line/ terminal operators/ rail operator/ transport service provider/ border authorities. 6) Compile and prepare monthly inbound operation report. 7) Develop and impliment awareness of best practice in health and safety for the workplace.	**Operation Executive** 1) Execute and implement cargo operation through collaboration with internal and external stakeholders. 2) Supervise and monitor the activities of ground crew in the loading, unloading, securing and staging of cargo. 3) Monitor the distribution of cargo in such manner that space used is maximised. 4) Ensure appropriate standard of safety and security of all cargo types of all cargo staff adhere to the policies and procedures. 5) Conduct and review risk assessment process on all SOP and working practices. 6) Prepare report for accident investigation, reporting and statistical analysis. 7) Develop, motivate and coach subordinate to develop capabilities among staff. 8) Identify gaps in the requisite competencies.

AREA	Fowarding of Fright (Import)	Fowarding of Fright (Export)	Fowarding of Fright (Value Added Activities)
LEVEL 3	**Operation Supervisor** 1) Follow company SOP. 2) Ensure operation staff have a clear goal and objective. 3) Liase with customer to confirm inbound shipment/ Homogenise system (HS) code/commodity as per purchase order. Inbound charges and custom duties and sales tax (if any). 4) Check and verify custom Form 1 declaration. 5) Transmit custom Form 1 declaration through EDI/SMK. 6) Check online EDI/SMK for custom approval. 7) Perform custom clearance and examination for dutiable cargo and pay custom duty through Electronic Fund Transfer (EFT) system. 8) Perform custom clearance for non-dutiable cargo and custom direct release. 9) Print custom official receipt (COR) online.	**Operation Supervisor** 1) Follow company SOP. 2) Ensure operation staff have a clear goal and objective. 3) Liase with customer to confirm shipment/ Homogenise system (HS) code/commodity as per purchase order, outbound charges and excise (if any). 4) Book and confirm cargo space for air, sea, road and rail. 5) Declare custom Form 2 through EDI/SMK. 6) Transmit custom Form 2 declaration through EDI/SMK. 7) Check online EDI/SMK for custom approval. 8) Perform custom clearance and examination for dutiable cargo and pay custom excise duty through Electronic Fund Transfer (EFT) system (if any). 9) Print custom official receipt (COR) online. 10) Track and trace export shipment status.	No Level

AREA	Fowarding of Fright (Import)	Fowarding of Fright (Export)	Fowarding of Fright (Value Added Activities)
	10) Compile and hand over related document for billing purposes. 11) Arrange and coordinate transportation for delivery. 12) Prepare inbound operation report (daily, weekly, monthly).	11) Compile and hand over related document for billing purposes. 12) Prepare operation report (daily, weekly, monthly).	
LEVEL 2	**Operation Assistant** 1) Follow company SOP. 2) Collect inbound document from terminal operator (air, sea, rail and road). 3) Transfer cargo from terminal operator to *Gudang Berlesen Ajen* (GBA) warehouse for air and sea shipment. 4) Pay terminal charges and other miscellanies charges to terminal operator. 5) Key in data for inbound cargo. 6) Declare custom Form 1/ K1 through Electronic Data Interchange (EDI)/ *Sistem Maklumat Kastam* (SMK).	**Operation Assistant** 1) Follow company SOP. 2) Unloading outbound cargo from transporter. 3) Weigh, measure and label outbound ship cargo. 4) Submit outbound cargo. 5) Pay terminal charges and other miscellanies charges to terminal operator.	No Level
LEVEL 1	No Level	No Level	No Level

Table 4.72: List of Occupational Responsibilities for Group 522 based on Table 4.31 (29 of 29)

AREA	Other Support Activities (Brokerage for ship)
LEVEL 8	Not Available
LEVEL 7	Not Available
LEVEL 6	Not Available
LEVEL 5	**Shipping Manager** 1) Plan, organize, or manage the work of subordinate staff to ensure that the work is accomplished in a manner consistent with organizational requirements. 2) Direct activities related to dispatching, routing, or tracking transportation vehicles, such as aircraft or railroad cars. 3) Monitor operations to ensure that staff members comply with administrative policies and procedures, safety rules, union contracts, environmental policies, or government regulations. 4) Serve as contact persons for all workers within assigned territories. 5) Implement schedule or policy changes for transportation services. 6) Monitor spending to ensure that expenses are consistent with approved budgets. 7) Promote safe work activities by conducting safety audits, attending company safety meetings, or meeting with individual staff members. 8) Prepare management recommendations, such as proposed fee and tariff increases or schedule changes. 9) Direct investigations to verify and resolve customer or shipper complaints. 10) Direct or coordinate the activities of operations department to obtain use of equipment, facilities, or human resources.

AREA	Other Support Activities (Brokerage for ship)
LEVEL 4	**<u>Shipping Executive</u>** 1) Enforce safety rules and regulations. 2) Plan work assignments and equipment allocations to meet transportation, operations or production goals. 3) Direct workers in transportation or related services, such as pumping, moving, storing, or loading or unloading of materials or people. 4) Review orders, production schedules, blueprints, or shipping or receiving notices to determine work sequences and material shipping dates, types, volumes, or destinations. 5) Inspect or test materials, stock, vehicles, equipment, or facilities to ensure that they are safe, free of defects, and consistent with specifications. 6) Confer with customers, supervisors, contractors, or other personnel to exchange information or to resolve problems. 7) Monitor field work to ensure proper performance and use of materials. 8) Dispatch personnel and vehicles in response to telephone or radio reports of emergencies. 9) Plan and establish transportation routes. 10) Maintain or verify records of time, materials, expenditures, or crew activities. 11) Interpret transportation or tariff regulations, shipping orders, safety regulations, or company policies and procedures for workers. 12) Prepare, compile, and submit reports on work activities, operations, production, or work-related accidents. 13) Perform or schedule repairs or preventive maintenance of vehicles or other equipment. 14) Explain and demonstrate work tasks to new workers or assign training tasks to experienced workers. 15) Requisition needed personnel, supplies, equipment, parts, or repair services.
LEVEL 3	No Level
LEVEL 2	No Level
LEVEL 1	No Level

4.6 Mapping OS vs Available NOSS

This section provides a mapping of occupational structure and available NOSS. A total of 52 available NOSS are identified and mapping over with the occupational structure in this division. The remaining 30 available NOSS cannot be mapping with current occupational structure because the NOSS are not included in this MSIC Section F, Division 43; and not competable with the current OS developed from the Focus Group Discussion. The list of available NOSS that are not mapped are as shown in Table 4.73.

Table 4.73: List of Available NOSS not included in MSIC 2008 Section H, Division 52

MSIC Group	CORRESPONDING NOSS/ LEVEL	
522 Support Activities for Transportation	1. H522-001-3:2016	Ground Support Equipment (GSE) Maintenance L3
	2. H522-002-4:2016	Ground Handling - Ramp Services Control L4
	3. H522-002-5:2016	Ground Handling - Ramp Services Management L5
	4. TP-800-1:2011	Ground Handling- Ramp Services L1
	5. TP-800-2:2011	Ground Handling- Ramp Services L2
	6. TP-800-3:2011	Ground Handling- Ramp Services L3
	7. HT-082-1	Assistant Buggy Mechanic L1 (2012)
	8. FB-013-2	Fleet Driver L2 (2009)
	9. FB-013-3	Fleet Supervisor L3 (2009)
	10. TP-320-1:2012	Light, Public Service & Goods Vehicle Driving L1
	11. TP-320-2:2012	Heavy, Public Service, Goods & Emergency Vehicles Driving L2
	12. TP-320-3:2012	Professional Fleet Operation L3
	13. TP-413-1	Recovery Operator L1 (2010)
	14. TP-413-2	Recovery Technician L2 (2010)
	15. TP-413-3	Recovery Supervisor L3 (2010)
	16. TP-324-2:2016	Driving Operation (Bus) L2
	17. TP-324-3:2016	Driving Operation Supervision (Bus) L3

MSIC Group	CORRESPONDING NOSS/ LEVEL	
	18. TP-325-3:2013	Public Service Vehicle (Taxi) Operation L3
	19. TP-326-3:2013	Goods Vehicle Operation L3
	20. TP-805-3:2014	Free Commercial Zone Operations L3
	21. TP-805-4:2014	Free Commercial Zone Administration L4
	22. TP-805-5:2014	Free Commercial Zone Management L5
	23. H522-007-2:2019	Navigational Watch Support Operation L2
	24. TP-202-3:2013	Vessel Traffic Information System (VTIS) Operation (Port) L3
	25. TP-203-3:2014	Cargo Operation Services L3
	26. TP-203-4:2014	Cargo Operation Management L4
	27. TP-203-5:2013	Cargo Operation Management L5
	28. TP-205-3:2013	Port Equipment Container Operation L3
	29. TP-206-4:2014	Port Equipment Maintenance Management L4
	30. TP-206-5:2014	Port Equipment Maintenance Management L5

Table 4.74: Group 521 Occupational Structure vs Available NOSS (1 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	Bonded Warehouse (Inbound – MHE)	Bonded Warehouse (Inbound – Data Entry)	Bonded Warehouse (Storage – MHE)	Bonded Warehouse (Storage – Data Entry)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Regional Manager	Regional Manager
LEVEL 6	Senior Manager	Senior Manager	Senior Manager	Senior Manager
LEVEL 5	IL-012-5:2012	IL-012-5:2012	IL-012-5:2012	IL-012-5:2012
LEVEL 4	IL-012-4:2012	IL-012-4:2012	IL-012-4:2012	IL-012-4:2012
LEVEL 3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3
LEVEL 2	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk
LEVEL 1	Warehouse Handler	Warehouse Handler	Warehouse Handler	Warehouse Handler

The Available NOSS of IL-013-2:2014, IL-013-3:2014, IL-013-4:2014, and IL-013-5:2014 in this table are obtained from Group 522

Table 4.75: Group 521 Occupational Structure vs Available NOSS (2 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	Bonded Warehouse (Outbound – MHE)	Bonded Warehouse (Outbound – Data Entry)	Bonded Warehouse (Support ICT)	Bonded Warehouse (Support M&E)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Not Available	Not Available
LEVEL 6	Senior Manager	Senior Manager	System Technologist**	Not Available
LEVEL 5	IL-012-5:2012 IL-013-5:2014	IL-012-5:2012 IL-013-5:2014	System Manager**	M&E Manager
LEVEL 4	IL-012-4:2012 IL-013-4:2014	IL-012-4:2012 IL-013-4:2014	System Executive**	M&E Executive
LEVEL 3	IL-012-4:2012 IL-013-3:2014 FB-012-3	IL-012-4:2012 IL-013-3:2014 FB-012-3	System Coordinator**	M&E Coordinator**
LEVEL 2	IL-013-2:2014	IL-013-2:2014	No Level	No Level
LEVEL 1	Warehouse Handler	Warehouse Handler	No Level	No Level

Table 4.76: Group 521 Occupational Structure vs Available NOSS (3 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	Non-bonded Warehouse (Inbound – MHE)	Non-bonded Warehouse (Inbound – Data Enty)	Non-bonded Warehouse (Storage – MHE)	Non-bonded Warehouse (Storage – Data Entry)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Regional Manager	Regional Manager
LEVEL 6	Senior Manager	Senior Manager	Senior Manager	Senior Manager
LEVEL 5	IL-012-5:2012	IL-012-5:2012	IL-012-5:2012	IL-012-5:2012
LEVEL 4	IL-012-4:2012	IL-012-4:2012	IL-012-4:2012	IL-012-4:2012
LEVEL 3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3
LEVEL 2	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk
LEVEL 1	Warehouse Handler	Warehouse Handler	Warehouse Handler	Warehouse Handler

The Available NOSS of IL-013-2:2014, IL-013-3:2014, IL-013-4:2014, and IL-013-5:2014 in this table are obtained from Group 522

Table 4.77: Group 521 Occupational Structure vs Available NOSS (4 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	Non-bonded Warehouse (Outbound – MHE)	Non-bonded Warehouse (Outbound – Data Enty)	Non-bonded Warehouse (Support ICT)	Non-bonded Warehouse (Support M&E)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Not Available	Not Available
LEVEL 6	Senior Manager	Senior Manager	System Technologist**	Not Available
LEVEL 5	IL-012-5:2012 IL-013-5:2014	IL-012-5:2012 IL-013-5:2014	System Manager**	M&E Manager
LEVEL 4	IL-012-4:2012 IL-013-4:2014	IL-012-4:2012 IL-013-4:2014	System Executive**	M&E Executive
LEVEL 3	IL-012-4:2012 IL-013-3:2014 FB-012-3	IL-012-4:2012 IL-013-3:2014 FB-012-3	System Coordinator**	M&E Coordinator**
LEVEL 2	IL-013-2:2014	IL-013-2:2014	No Level	No Level
LEVEL 1	Warehouse Handler	Warehouse Handler	No Level	No Level

The Available NOSS of IL-013-2:2014, IL-013-3:2014, IL-013-4:2014, and IL-013-5:2014 in this table are obtained from Group 522

Table 4.78: Group 521 Occupational Structure vs Available NOSS (5 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(521) WAREHOUSING AND STORAGE				
AREA	License Manufacturing Warehouse (Inbound – MHE)	License Manufacturing Warehouse (Inbound – Data Enty)	License Manufacturing Warehouse (Storage – MHE)	License Manufacturing Warehouse (Storage – Data Enty)	License Manufacturing Warehouse (Outbound – MHE)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Regional Manager	Regional Manager	Regional Manager	Regional Manager
LEVEL 6	Senior Manager	Senior Manager	Senior Manager	Senior Manager	Senior Manager
LEVEL 5	IL-012-5:2012	IL-012-5:2012	IL-012-5:2012	IL-012-5:2012	IL-012-5:2012 IL-013-5:2014
LEVEL 4	IL-012-4:2012	IL-012-4:2012	IL-012-4:2012	IL-012-4:2012	IL-012-4:2012 IL-013-4:2014
LEVEL 3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3	IL-012-4:2012 FB-012-3	IL-012-4:2012 IL-013-3:2014 FB-012-3
LEVEL 2	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	Material Handling Equipment Handler***	Inventory/ Data Entry Clerk	IL-013-2:2014
LEVEL 1	Warehouse Handler	Warehouse Handler	Warehouse Handler	Warehouse Handler	Warehouse Handler

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(521) WAREHOUSING AND STORAGE			
AREA	License Manufacturing Warehouse (Outbound – Data Enty)	License Manufacturing Warehouse (Operation)	License Manufacturing Warehouse (Quality Control)	License Manufacturing Warehouse (M&E Engineer)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Regional Manager	Not Available	Not Available	Not Available
LEVEL 6	Senior Manager	Not Available	Not Available	Not Available
LEVEL 5	IL-012-5:2012 IL-013-5:2014	Production Manager**	Not Available	Not Available
LEVEL 4	IL-012-4:2012 IL-013-4:2014	Production Engineer**	Quality Control Executive**	M&E Engineer
LEVEL 3	IL-012-4:2012 IL-013-3:2014 FB-012-3	Production Supervisor**	Quality Control Supervisor**	M&E Senior Technician
LEVEL 2	IL-013-2:2014	Production Line Leader**	Quality Control Inspector**	M&E Technician
LEVEL 1	Warehouse Handler	Warehouse Handler	No Level	No Level

Table 4.80: Group 521 Occupational Structure vs Available NOSS (7 of 7)

SECTION	(H) TRANSPORTATION AND STORAGE					
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION					
GROUP	(521) WAREHOUSING AND STORAGE					
AREA	Grain Silos (Operation)	Grain Silos (Administration)	Grain Silos (Quality Control)	Grain Silos (Hygiene Control)	Grain Silos (Maintenance)	Grain Silos (Safety & Health)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Operation Manager	Admin Manager	Quality Manager**	Hygiene Control Manager**	Not Available	Not Available
LEVEL 4	Operation Executive	Admin Executive	Laboratory Executive***	Hygiene Control Executive**	Maintenance Executive**	Safety Officer
LEVEL 3	FB-012-3	Senior Clerk	Quality Supervisor**	Pest Control Supervisor*	M&E Technician**	Assistant Safety Officer
LEVEL 2	FB-012-2	Admin Clerk	Quality Control Inspector**	Hygiene Handler	Assistant Technician	No Level
LEVEL 1	FB-012-1	Admin General Worker	No Level	Hygiene General Worker	No Level	No Level

Table 4.81: Group 522 Occupational Structure vs Available NOSS (1 of 12)

SECTION	(H) TRANSPORTATION AND STORAGE					
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION					
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION					
AREA	Operation of Land Terminal Facilities (Risk Management)	Operation of Land Terminal Facilities (Quality, Safety & Health)	Operation of Land Terminal Facilities (Customer Service)	Operation of Land Terminal Facilities (Operation)	Operation of Land Terminal Facilities (Maintenance)	Operation of Land Terminal Facilities (Auxiliary Police Unit)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Facilities Manager	Facilities Manager	Facilities Manager	Facilities Manager	Facilities Manager	Facilities Manager
LEVEL 5	Assistant Manager*	Assistant Manager	Assistant Manager	TP-330-5:2014	Chargeman*	Deputy Superintendent of Police
LEVEL 4	No Level	Quality Control Executive*	Customer Service Executive (CSE)	TP-330-5:2014	Executive	Sergeant Major/ Sergeant
LEVEL 3	No Level	No Level	Supervisor	TP-330-5:2014	Technician*	Corporal
LEVEL 2	No Level	No Level	Customer Service Officer*	No Level	Clerk	Constable/Trainee Constable*
LEVEL 1	No Level	No Level	No Level	No Level	No Level	No Level

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Operation of Land Parking Facilities (Ticketing & Boarding)	Operation of Land Parking Facilities (ICT Management – Software)	Operation of Land Parking Facilities (ICT Management – Hardware)	Operation of Land Parking Facilities (Terminal Management Centre)	Operation of Land Parking Facilities (Ground Crew Management)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Head of Department	Head of Department	Head of Department	Head of Department	Head of Department
LEVEL 5	Assistant Manager*	Assistant Manager	Assistant Manager	Assistant Manager	Assistant Manager
LEVEL 4	Executive	Programmer***	Executive***	Terminal Operation System Executive	Executive
LEVEL 3	Shift Leader*	System Support Technician***	System Support Technician***	TP-038-3:2015	TP-037-3:2015 TP-078-3:2013
LEVEL 2	Passenger Relation Personnel*	ICT Assistant	ICT Assistant	Terminal Operation System Operator*	Ground Crew*
LEVEL 1	No Level	No Level	No Level	No Level	No Level

Table 4.83: Group 522 Occupational Structure vs Available NOSS (3 of 12)

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Support Activities for Water Transportation (Shipping Agent)	Support Activities for Water Transportation (Forwarding Agent)	Support Activities for Water Transportation (Navigational Support)	Support Activities for Water Transportation (Pilotage)	Support Activities for Water Transportation (Towage)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Manager**	Manager**	TP-025-5:2012	Pilot Superintendent**	Not Available
LEVEL 4	Executive**	Documentation Executive	TP-025-4:2012	Pilot**	Tug Master***
LEVEL 3	Boarding Officer**	Customer Service	H522-007-3:2019	No Level	TP-201-3:2013
LEVEL 2	Clerk	Clerk	No Level	No Level	Able Bodies Seaman*
LEVEL 1	Dispatch	Dispatch	No Level	No Level	No Level

Table 4.84: Group 522 Occupational Structure vs Available NOSS (4 of 12)

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Support Activities for Water Transportation (Mooring)	Support Activities for Water Transportation (Mooring)	Support Activities for Water Transportation (Storage)	Support Activities for Water Transportation (Consolidation & Distribution(C&D))	Support Activities for Water Transportation (Packaging)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Not Available	Not Available	Warehousing Manager**	Warehousing Manager**	Warehousing Manager**
LEVEL 4	Not Available	Not Available	Warehousing Executive**	Warehousing Executive**	Warehousing Executive**
LEVEL 3	H522-005-3:2019	H522-005-3:2019	Storage Supervisor**	C&D Supervisor**	Packaging Supervisor**
LEVEL 2	H522-005-2:2019	H522-005-2:2019	Storage Assistant	C&D Assistant*	Packaging Assistant
LEVEL 1	No Level	No Level	Cargo / Equipment Handler	Cargo / Equipment Handler	Cargo / Equipment Handler

Table 4.85: Group 522 Occupational Structure vs Available NOSS (5 of 12)

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Support Activities for Water Transportation (Liquid Storage)	Support Activities for Water Transportation (Cruise / Passenger)	Support Activities for Water Transportation (Containerised)	Support Activities for Water Transportation (Non – Containerised)	Support Activities for Water Transportation (Stevedoring)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Terminal Manager**	Operation Manager**	Operation Manager**	Operation Manager**	Operation Manager**
LEVEL 4	Assistant Terminal Manager**	Operation Assistant Manager**	Operation Assistant Manager**	Operation Assistant Manager**	Operation Assistant Manager**
LEVEL 3	Supervisor**	Equipment Supervisor**	Equipment Supervisor**	Equipment Supervisor**	H522-003-3:2017
LEVEL 2	Handler	Equipment Operator**	Equipment Operator**	Equipment Operator**	H522-003-2:2017
LEVEL 1	General Worker	Cargo Handler	Cargo Handler	Cargo Handler	Cargo Handler

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Support Activities for Water Transportation (Stevedoring)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Liquid Cargo)	Support Activities for Water Transportation (Bunkering)	Support Activities for Water Transportation (Bunkering)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 5	Operation Manager**	Master**	Terminal Manager**	Master**	Terminal Manager**
LEVEL 4	Operation Assistant Manager**	Loading Master**	Loading Master**	Chief Engineer**	Assistant Terminal Manager**
LEVEL 3	H522-003-3:2017	Supervisor**	Supervisor**	Bunkering Services Supervisor**	Supervisor**
LEVEL 2	H522-003-2:2017	Hose Handler	Technician	Pumpman	Technician**
LEVEL 1	Cargo Handler	No Level	No Level	Ship Crew	General Worker

SECTION	(H) TRANSPORTATION AND STORAGE		
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION		
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION		
AREA	Support Activities for Water Transportation (Cargo Planning)	Support Activities for Water Transportation (Berth Planning)	Support Activities for Water Transportation (Yard Planning)
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	Cargo Planning Manager**	Berth Planning Manager**	Yard Planning Manager**
LEVEL 4	Cargo Planning Executive	Berth Planning Executive	Yard Planning Executive
LEVEL 3	TP-204-3:2013	TP-204-3:2013	TP-204-3:2013
LEVEL 2	Cargo Planning Assistant	Berth Planning Assistant	No Level
LEVEL 1	No Level	No Level	No Level

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Operations of Air Terminal Facilities (Services)	Operations of Air Terminal Facilities (Lost and Found)	Operations of Air Terminal Facilities (Flight Operation Management)	Operations of Air Terminal Facilities (Slot Allocation)	Operations of Air Terminal Facilities (Customer Experience Management)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Senior Manager	Not Available	Senior Manager	Not Available	Senior Manager
LEVEL 6	Manager	Not Available	Manager	Manager	Manager
LEVEL 5	Senior Executive	Not Available	H522-004-5:2017	Senior Executive	Senior Executive
LEVEL 4	Executive	Not Available	H522-004-4:2017	Executive	Executive
LEVEL 3	Operations Officer/ Senior Operations Officer	Operations Officer/ Senior Operations Officer	TP-077-3:2013	Operations Officer/ Senior Operations Officer	Operations Officer/ Senior Operations Officer
LEVEL 2	Operations/ Admin Assistant	Operations/ Admin Assistant	Operations/ Admin Assistant	Operations/ Admin Assistant	HT-082-2
LEVEL 1	No Level	No Level	No Level	No Level	No Level

SECTION	(H) TRANSPORTATION AND STORAGE				
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION				
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION				
AREA	Operations of Air Terminal Facilities (Engineering – Building Services)	Operations of Air Terminal Facilities (Baggage Handling Screening System)	Operations of Air Terminal Facilities (Baggage Handling System)	Operations of Air Terminal Facilities (Transportation – Track Transit System)	Operations of Air Terminal Facilities (Transportation – Passenger Boarding Bridge)
LEVEL 8	Not Available	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Senior Manager	Senior Manager	Not Available	Senior Manager	Not Available
LEVEL 6	Manager	Manager	Manager	Manager	Manager
LEVEL 5	Senior Engineer	Senior Engineer	TP-802-5:2013	Senior Engineer	TP-803-5:2013
LEVEL 4	Technical Executive	Technical Executive**	TP-802-4:2014	Technical Executive*	TP-803-4:2014
LEVEL 3	Technical Officer	Technical Officer	TP-802-3:2014	Technical Officer	TP-803-3:2014
LEVEL 2	Technician	Technician	Technician	Technician	Technician
LEVEL 1	No Level	No Level	No Level	No Level	No Level

SECTION	(H) TRANSPORTATION AND STORAGE			
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION			
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION			
AREA	Ground Service Activities On Airfields – Airports (Airside Operations)	Ground Service Activities On Airfields – Airports (Engineering – Airfield Ground Lighting)	Ground Service Activities On Airfields – Airports (Engineering – Electrical Power System(EPS))	Ground Service Activities On Airfields – Airports (Engineering – Airport Pavement)
LEVEL 8	Not Available	Not Available	Not Available	Not Available
LEVEL 7	Senior Manager	Senior Manager	Senior Manager	Senior Manager
LEVEL 6	Manager	Manager	Manager	Manager
LEVEL 5	TP-804-5:2014	TP-801-5:2013	Senior Engineer	Senior Engineer
LEVEL 4	TP-804-4:2016	TP-801-4:2014	Technical Executive	Technical Executive
LEVEL 3	TP-804-3:2016	TP-801-3:2014	Technical Officer	Technical Officer*
LEVEL 2	Operations/ Admin Assistant	Technician	Technician	Technician
LEVEL 1	No Level	No Level	No Level	No Level

SECTION	(H) TRANSPORTATION AND STORAGE	
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION	
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION	
AREA	Fire Fighting and Fire-Prevention Services at Airports (Operation – AFRS)	Fire Fighting and Fire-Prevention Services At Airports (Maintenance)
LEVEL 8	Not Available	Not Available
LEVEL 7	Senior Manager	Senior Manager
LEVEL 6	Manager	Manager
LEVEL 5	TP-079-5:2016	Senior Engineer
LEVEL 4	TP-079-4:2016	Technical Executive
LEVEL 3	TP-079-3:2014	Technical Officer
LEVEL 2	Fireman*	Technician
LEVEL 1	No Level	No Level

Table 4.92: Group 522 Occupational Structure vs Available NOSS (12 of 12)

SECTION	(H) TRANSPORTATION AND STORAGE		
DIVISION	(52) WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION		
GROUP	(522) SUPPORT ACTIVITIES FOR TRANSPORTATION		
AREA	**Forwarding of Freight (Import)**	**Forwarding of Freight (Export)**	**Forwarding of Freight (Value Added Activities)**
LEVEL 8	Not Available	Not Available	Not Available
LEVEL 7	Not Available	Not Available	Not Available
LEVEL 6	Not Available	Not Available	Not Available
LEVEL 5	FB-011-5:2013 H522-006-5:2019	FB-011-5:2013 H522-006-5:2019	Operation Manager
LEVEL 4	FB-011-4:2013 H522-006-4:2019	FB-011-4:2013 H522-006-4:2019	Operation Executive***
LEVEL 3	FB-011-3:2013 H522-006-3:2019	FB-011-3:2013 H522-006-3:2019	No Level
LEVEL 2	FB-011-2:2013 H522-006-2:2019	FB-011-2:2013 H522-006-2:2019	No Level
LEVEL 1	No Level	No Level	No Level

4.7   Occupational Description

Occupational Description is a broad, general, and written statement of a specific job, based on the findings of a job analysis. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports. The Occupational Description provided in Annex 4 are the job titles that have been identified as critical or hard-to-fill job as suggested by Critical Skills Monitoring Committee (CSC) and industry representatives from focus group.

4.8   Conclusion

Based on the discussions with panel members during the development workshops, the OS of the industry is produced in this chapter. The OS would provide information of the competency or job areas applicable to the industry, and the skill level of the different job titles, according to the MOSQF Level Descriptors, and the available career paths. The jobs and competencies in demand, and the specific steps proposed to be taken by various parties to bridge the skills gaps are elaborated so that the parties concerned could take the necessary steps to overcome such challenges.

CHAPTER 5: DISCUSSION, RECOMMENDATION AND CONCLUSION

5.1 Discussion

Based on the findings obtained throughout the Occupational Analysis on the industry, sub sectors have been identified and confirmed to be in tandem with MSIC. The total of 509 job titles identified from this study are requires a holistic view in development of standard, skills training and also certification for recognition, especially for 97 critical job title identified. If the competency requirements documented in NOSS format, the personnel in these areas will obtain a more structured skills training and will also enable personnel who are experienced and skilled to be certified. As for the industry survey conducted, based on the number of 70 questionaires distributed, there are 36 total number of questionnaires collected. This number of respondents had achieved the total number of targeted respondents which is 35 respondents.

The list of 82 NOSS which are already developed under 2 digit MSIC 2018 Division 52: Warehousing and support activities for transportation is presented in Table 2.8. From the total number of 82 NOSS exist, 31 of the NOSS are mapped with the job title identified in this study. The remaining 51 NOSS are not mapped in the Occupational Structure due to the job titles are not compatible with the current job titles in this study. This study also provides a more comprehensive view of the industry needs in terms of skill development and thus is able to assist in strategising the NOSS development for other critical job areas.

5.2 Recommendation

It is hoped that the result of this Occupational Framework will be used as reference to fulfil the future plans of developing skilled personnel and certifying Malaysians in this sector towards improving the quality of the local sector and thus spurring Malaysia's global competitiveness.

There are several options when addressing or mitigating workforce demand and supply. It may include establishing and maintaining partnerships with other agencies or departments, or educational institutions to increase external talent pools and also through the training of existing staff in line with new skills requirements.

Based on the above comments, specific recommendations are listed below:

a) To continue and streamline efforts in NOSS development for areas under the sector in line with the findings of this analysis. This includes the development of the NOSS for the sectors and sub-sectors that are in demand and have not been developed.

b) To have more industry players to be accredited as training provider for National Dual Training System (NDTS) for the related sub sector and job area.

c) Promote certification of existing and experienced personnel in the sector through Recognition Prior Achievement (*Pengiktirafan Pencapaian Terdahulu* – PPT).

d) Collaboration with learning institution to develop syllabus that matches the industry requirement.

e) The government and stakeholder need to take an action plan (such as provide incentive to logistics company that hired the local worker and conduct the training programs in order to increase the workforce performance) regarding the main issues related to the warehousing and support activities for transportation.

5.3 Conclusion

The conclusion is based on the specified objectives of the Occupational Framework as elaborated below:

Objective 1: To establish the Occupational Structure (OS) of warehousing and support activities for transportation based on MSIC 2008

As a result of the Occupational Framework conducted together with expert panel members from various organizations, 509 job titles have been identified. By planning and conducting the training and certification of this sector personnel in the near future, it is hoped that there were a steady flow of local skilled and certified workers.

Objective 2: To identify the competencies in demand for warehousing and support activities for transportation based on the current industry needs

Based on the survey findings, the survey respondents highlighted the competencies in demand are the regulatory knowledge followed by Accounting skills, Strong technical knowledge, Training and coaching, Communication skills, Diagnostic skills and Troubleshooting & Problem-solving skills.

Objective 3: Critical Job Title

The findings from the focus group discussion has conclude that there are 97 job titles identified as the critical job titles for warehousing and support activities for transportation. There are 66 job titles are categorised as skilled worker and the remaining 31 job titles are for the semi-skilled worker. There are no low skilled worker identify as critical for warehousing and support activities for transportation.

Objective 4: Job Related to IR4.0

Based on the group discussion, there are 138 job titles identified as the job title relevant to IR4.0. From the questionaires distributed, majority of the respondent agree that Autonomous robot, Internet of Things and Supply Chain are the 3 main pillar that are related to warehousing and support activities for transportation.

Objective 5: Occupational Descriptions

The Occupational Descriptions for all the different job titles were obtained from Focus Group Discussion and related reports. These Occupational Descriptions will also serve as reference of job scope and the required competencies for NOSS development.

The relevant accreditations authorities jointly by stakeholders from industry, training/academic institutions need to take an action to ensure that the critical occupation needs by industry are addressed. The broad direction for achieving this are via identify and assess the qualification of National Occupation Skills Standard (NOSS). and competencies associated with the identified critical job titles; align and evaluate the

existing training curriculum and training packages; coordination among stakeholder to revise or develop required curriculum and training packages, expend or create new apprenticeship/ internship/ attachments schemes and joint technology and knowledge transfer between instructor/ training entities with industry experts The result of this Occupational Framework research and development work shall be used as references on how to fulfil the future plans of developing skilled personnel and certifying Malaysians in the Transportation and storage sector towards enhancing services provided by the sector players.

REFERENCE

Civil Aviation Authority Of Malaysia (CAAM). (26/8/19). Retrieved from http://www.dca.gov.my/about-dca/profiles/

Civil Aviation Authority of Malaysia Act 2017 [Act 788]. (26/8/19). Retrieved from http://www.federalgazette.agc.gov.my/outputaktap/aktaBI_20170227_WJW00818 1BI.pdf

Customs Act 1967 [Act 235]. (26/8/19). Retrieved from http://www.customs.gov.my/en/ip/Pages/ip_act.aspx

Federation of Malaysian Freight Forwarders (FMFF). (26/8/19). Retrieved from https://fmff.net/about-us/

Federation of Malaysian Manufacturers (FMM). (26/8/19). Retrieved from https://www.fmm.edu.my/About_FMM_Institute-@-About_Us.aspx

Industry 4.0 and its implications to SMEs. Pages 27

International Air Transport Association (IATA). (26/8/19). Retrieved from https://www.iata.org/about/pages/index.aspx

Land Public Transport Agency (APAD). (26/8/19). Retrieved from http://www.apad.gov.my

Logistics Industry in Hong Kong. (27/8/19). Retrieved from http://hong-kong-economy-research.hktdc.com/business-news/article/Hong-Kong-Industry-Profiles/Logistics-Industry-in-Hong-Kong/hkip/en/1/1X000000/1X0018WG.html

Malaysia Airlines Berhad Academy (MABA). (26/8/19). Retrieved from https://www.malaysiaairlinesacademy.com/index.php?action=aboutus

Malaysia Airport Holdings Berhad (MAHB). (26/8/19). Retrieved from http://www.malaysiaairports.com.my/about-us

Malaysia Aviation Academy (MAVA). (26/8/19). Retrieved from http://mava.dca.gov.my/mava/about_vision_mission.cfm

Malaysia Freight And Logistics Market - Growth, Trends, And Forecast (2019 - 2024). (27/8/19). Retrieved from https://www.mordorintelligence.com/industry-reports/malaysia-freight-logistics-market-study

Malaysia Shipowners' Association (MASA). (26/8/19). Retrieved from http://masa.org.my/about-us/

Malaysian Academy of Supply Chain & Logistics Management (MASLM). (26/8/19). Retrieved from http://www.maslm.com.my/about-us.html

Malaysian Aviation Commission (MAVCOM). (26/8/19). Retrieved from https://www.mavcom.my/en/who-we-are/

Malaysian Water Association (MWA). (26/8/19). Retrieved from https://www.mwa.org.my/academy-overview.html

Marine Department Malaysia. (26/8/19). Retrieved from http://www.marine.gov.my/jlmeng/Contentdetail.asp?article_id=221&category_id =2&subcategory_id=2#.XWiHYCgzbIU

Maritime Institute of Malaysia (MIMA). (26/8/19). Retrieved from http://www.mima.gov.my/about-us/about-mima/mima-overview

Port Authorities Act 1963 [Act 488]. (26/8/19). Retrieved from http://www.lpj.gov.my/images/PDF/Akta-488.pdf

Press Release Services Statistics Transportation And Storage 2015. (27/8/19). Retrieved from https://www.dosm.gov.my/v1/index.php?r=column/pdfPrev&id=SXZTSnRmRitEcW9jaTNjdkhUWTE4dz09

Road Transport Act 1987 [Act 333]. (26/8/19). Retrieved from http://www.agc.gov.my/agcportal/uploads/files/Publications/LOM/EN/Act%2033 3%20-%20Road%20Transport%20Act%201987.pdf

Road Transportation Department (JPJ). (26/8/19). Retrieved from https://www.jpj.gov.my/en/web/main-site/visi-misi-dan-objektif

Royal Malaysian Customs Department. (26/8/19). Retrieved from http://www.customs.gov.my/en/ci/Pages/ci_cd.aspx

Study of Manpower in the Malaysian Logistics Subsector 2017. (27/8/19). Retrieved from https://www.ilmia.gov.my/ebook/research/Study_of_Manpower_in_the_Malaysian_Logistics_Subsector_2017.pdf

United Kingdom Freight and Logistics Market - Segmented by Mode of Transport Type, Function Type, and End-user Type - Growth, Trends, and Forecast (2018 - 2023). (27/8/19). Retrieved from https://www.mordorintelligence.com/industry-reports/united-kingdom-freight-logistics-market-study

What exactly is the Malaysia Digital Free Trade Zone and its impact?. (27/8/19). Retrieved from https://e27.co/exactly-malaysia-digital-free-trade-zone-impact-20170512/

ANNEX 1: MOSQF LEVEL DESCRIPTORS

MALAYSIAN OCCUPATIONAL SKILLS QUALIFICATION FRAMEWORK (MOSQF) LEVEL DESCRIPTOR

(Source: Department of Skills Development)

Level	Level Description
8	Achievement at this level reflects the ability to develop original understanding and extend a sub-area of knowledge or professional practice. It reflects the ability to address problematic situations that involve many complexes, interacting factors through initiating, designing and undertaking research, development or strategic activities. It involves the exercise of broad autonomy, judgement and leadership in sharing responsibility for the development of a field of work or knowledge, or for creating substantial professional or organisational change. It also reflects a critical understanding of relevant theoretical and methodological perspectives and how they affect the field of knowledge or work.
7	Achievement at this level reflects the ability to reformulate and use relevant understanding, methodologies and approaches to address problematic situations that involve many interacting factors. It includes taking responsibility for planning and developing courses of action that initiate or underpin substantial change or development, as well as exercising broad autonomy and judgment. It also reflects an understanding of theoretical and relevant methodological perspectives, and how they affect their sub-area of study or work.
6	Achievement at this level reflects the ability to refine and use relevant understanding, methods and skills to address complex problems that have limited definition. It includes taking responsibility for planning and developing courses of action that are able to underpin substantial change or development, as well as exercising broad autonomy and judgment. It also reflects an understanding of different perspectives, approaches of schools of thought and the theories that underpin them.
5	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to address broadly-defined, complex problems. It includes taking responsibility for planning and developing courses of action as well as exercising autonomy and judgment within broad parameters. It also reflects understanding of different perspectives, approaches or schools of thought and the reasoning behind them.
4	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to address problems that are well defined but complex and non-routine. It includes taking responsibility

Level	Level Description
	for overall courses of action as well as exercising autonomy and judgment within fairly broad parameters. It also reflects under-standing of different perspective or approaches within a sub-area of study or work.
3	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to complete task and address problems that are well defined with a measure of complexity. It includes taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgments within limited parameter. It also reflects awareness of different perspectives or approaches within a sub-area of study or work.
2	Achievement at this level reflects the ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address straightforward problem. It includes taking responsibility for completing tasks and procedures, and exercising autonomy and judgment subject to overall direction or guidance.
1	Achievement at this level reflects the ability to use relevant knowledge, skills and procedures to complete routine and predictable tasks that include responsibility for completing tasks and procedures subject to direction or guidance.

ANNEX 2: LIST OF CONTRIBUTORS

LIST OF PANEL MEMBERS FOR THE WAREHOUSING AND SUPPORT ACTIVITIES FOR TRANSPORTATION FRAMEWORK DEVELOPMENT

NO.	NAME	ORGANISATION
1.	Darleena Binti Abdullah	Freight Resources & Services (M) Sdn. Bhd.
2.	Mohd Khairi Bin Mohd Daud @ Mohd Hanafi	Nationwide Express Courier Services Berhad
3.	Salmah Binti Leman	Schenker Logistics Malaysia Sdn. Bhd.
4.	Muslizam Bin Musa	Asia Rail Centre
5.	Asmungi Bin Sakimi	Malaysia Airports Holding Berhad
6.	Khairul Nizam Bin Ahmad Nazarudin	Malaysia Airports Holding Berhad
7.	Norshafinas Binti Mohd Nasar	Maju Tmas Sdn. Bhd.
8.	Othman Bin Salim	Padiberas Nasional Berhad
9.	Tugiman Bin Sabudin	Malaysia Airports Holding Berhad
10	Nur Hurriyatul Huda Binti Abdullah Sani	Department of Statistics Malaysia
11	YM Tengku Noradilah Binti Tengku Jalal	Department of Statistics Malaysia
12	Akmalia Binti Hanifah	Department of Statistics Malaysia

LIST OF OCCUPATIONAL FRAMEWORK TECHNICAL EVALUATION COMMITTEE

NO.	NAME	ORGANIZATION
1.	Nor Helmy Mustapha	HFS Logistics
2.	Jadum Embat	Malaysia Airport
4	Rabi'atul'adawiah Binti Shabli	Department of Statistics Malaysia
3.	Mohd Asyraf Adzmin	Department of Statistics Malaysia

LIST OF DEPARTMENTS OF SKILLS DEVELOPMENT (DSD) OFFICERS INVOLVED IN OCCUPATIONAL FRAMEWORK DEVELOPMENT

NO.	NAME	POSITION	ORGANIZATION
1.	Siti Fauziah Binti Jumadi	Principal Assistant Director	NOSS Division
2.	Jefrizain Bin Abdul Rasid	Senior Assistant Director	NOSS Division
3.	Noor Azura Binti Adnan	Senior Assistant Director	NOSS Division
4.	Syazwani Binti Azmi	Assistant Director	NOSS Division
5.	Nazrul Hilmi Bin Mohammad	Assistant Director	NOSS Division
6.	Zainal Bin Abdul Jalil	Senior Skills Development Officer	NOSS Division

LIST OF RESEARCH TEAM AND SECRETARIAT

NO.	NAME	POSITION	ORGANISATION
1.	Basharudin Bin Mohamed	Project Director	Edusure Sdn Bhd
2.	Izzudin Fahmi Bin Basharudin	Project Manager	Edusure Sdn Bhd
3.	Cristnorish Lianu	Curriculum Development Executive I	Edusure Sdn Bhd
4.	Ahmad Ramdan Bin M. Yusof	Curriculum Development Executive II	Edusure Sdn Bhd
5.	Zalaludin Bin Slamat	Facilitator	Edusure Sdn Bhd
6.	Khairul Alia Binti Mohd Kharudin	Proofreader Team	Edusure Sdn Bhd
7.	Dr. Raemah Binti Abdullah Hashim	Researcher Team	Edusure Sdn Bhd
8.	Dr. Azahari Bin Jamaludin	Researcher Team	Edusure Sdn Bhd
9	Aliff Aiman Bin Mohamad Rozlan	Researcher Team	Edusure Sdn Bhd

ANNEX 3: QUESTIONAIRES

Warehousing and Support Activities for Transportation Industry Occupational Framework Survey

The Department of Skills Development (DSD), Ministry of Human Resources is currently conducting an analysis on the Occupational Framework of the Industry. From this analysis, the industry framework, occupational structure, occupational job titles, and job description will be summarised for the use of the government, private sector, investors, employers, employees, educators or any personnel involved either directly or indirectly with the industry.

The main objective of this research is to enhance skills training starting from the entry level position for any job in this industry based on input from the industry. It will also provide a reference competency for skills required by workers to perform as required in the industry.

This survey will be used as field data in order to conduct a comprehensive analysis of the industry's Occupational Framework. The target group for this survey is the organisation's representative either from the Human Resource Department or personnel at Management level.

We would like to extend our heartfelt gratitude upon your cooperation in answering this survey. Please fill in where necessary in the forms provided. Do advise us if you wish to remain anonymous in your survey response. There will be further communication with survey respondents in order to verify our findings. The completed questionnaire can be emailed to:

Aliff Aiman Bin Mohamad Rozlan: aliffaimanmy57@gmail.com

<u>**Survey Respondent Details**</u>

Name   :

Position   :

Organisation   :

Date   :

Please answer the questions below in the space provided, additional pages may be added if necessary. There are 4 SECTIONS in this 5 PAGES survey.

1.1 Listed below are set of skills related to personnel involve in **Warehousing and Support Activities for Transportation Industry**. Rate the level of demand to the set of skills by using the scale below:

Category of Skills	Description
Skilled Workers	Managers, Executive, Specialist, and Professional (L5, L4)
Semi-Skilled Workers	Support, Technician, Admin and Machine Operator (L3, L2)
Low Skilled Workers	Elementary Workers (L1)

1	2	3	4
Not in Demand	**Low in Demand**	**Moderate in Demand**	**High in Demand**

No	Competency	Low-Skilled Workers	Semi-Skilled Workers	Skilled Workers
1	Technical skills			
2	Communication skills			
3	Diagnostic skills			
4	Troubleshooting / problem solving skills			
5	Administration skills			
6	Leadership skills			
7	Data collection and sorting skills			
8	Planning and Forecasting abilities			
9	General attitude towards work (commitment, resourcefulness, teamwork, etc.)			

10	Product knowledge			
11	Material approach knowledge			
12	Strong technical aptitude / manual dexterity			
13	Competent in using computer / other mechanical devices			
14	English language competency			
15	Accounting skills			
16	Training and coaching			
17	Regulatory knowledge			
18	Safety and security			
19	Empowerment skill			
20	Packing, stocking, and loading skill			

	SECTION 2: JOBS IN DEMAND

2.1 Listed below are job areas and description of category of skills. Based on your observation, which job area is experiencing **shortage of manpower** in Warehousing and Support Activities for Transportation Industry?

Tick (√) where applicable.

Category of Skills	Description
Skilled Workers	Managers, Executive, Specialist, and Professional (L5, L4)
Semi-Skilled Workers	Support, Technician, Admin and Machine Operator (L3, L2)
Low Skilled Workers	Elementary Workers (L1)

No	Job Areas & Category of Skills	Low in Demand	Mid in Demand	High in Demand
1	**Warehousing and Storage**			
	a) Skilled Workers			
	b) Semi-Skilled Workers			
	c) Low Skilled Workers			
2	**Support Activities for Land Transportation**			
	a) Skilled Workers			
	b) Semi-Skilled Workers			
	c) Low Skilled Workers			
3	**Support Activities for Water Transportation**			
	a) Skilled Workers			
	b) Semi-Skilled Workers			
	c) Low Skilled Workers			
4	**Support Activities for Air Transportation**			
	a) Skilled Workers			
	b) Semi-Skilled Workers			
	c) Low Skilled Workers			

(Note: Emerging Skills are skills that are predicted to be imperative to the industry in the near future based on recent development, trend or study)

3.1 Listed below are the eleven (11) technologies drives/pillars of IR 4.0. Which job area is likely to be affected by these 11 technologies drives/pillars of IR 4.0?

Tick (√) where applicable, you may tick more than once.

No	11 Pillars of IR4.0	Warehousing and storage	Support activities for land transportation	Support activities for water transportation	Support activities for air transportation
1	Additive Manufacturing				
2	Autonomous Robots				
3	Artificial Intelligence				
4	Big Data Analytics				
5	Cloud				
6	Cybersecurity				
7	Horizontal & Vertical Integration				
8	Internet of Things				
9	New Business Model				
10	Simulation & Augmented Reality				
11	Supply Chain				

4.1 What is/are the key issue/s related to Warehousing and support activities for transportation Industry?

Please rate **ALL** the key issues by using the scale below.

1	2	3	4
Strongly Disagree	**Disagree**	**Agree**	**Strongly Agree**

No	KEY ISSUES	Warehousing and support activities for transportation
1	Insufficient manpower	
2	Low skilled and low performance workforce	
3	High dependency on foreign labour	
4	Underpayment of wages lead to high turn over	
5	Quality inconsistency (product & services)	
6	Maintaining profitability	
7	Economic conditions	
8	Government policy/regulation	
9	Labour costs (sub-contractors)	
10	Technological change	
11	Youth Involvement	
12	Lack of infrastructure support	
13	Poor facilities and amenities for worker	
14	Insufficient of extension officer services	

End of Questionnaire

ANNEX 4: LIST OF CRITICAL JOB TITLE

List of Critical Job Titles of Warehousing and Support Activities for Transportation

NO	CRITICAL JOB TITLE	AREA	LEVEL	LS	SS	S
1	Material Handling Equipment Handler	Bonded Warehouse (Inbound – MHE)	2	X	√	X
2	Warehouse Supervisor	Bonded Warehouse (Inbound – MHE)	3	X	√	X
3	Warehouse Supervisor	Bonded Warehouse (Inbound – Data Entry)	3	X	√	X
4	Material Handling Equipment Handler	Bonded Warehouse (Storage – MHE)	2	X	√	X
5	Warehouse Supervisor	Bonded Warehouse (Storage – MHE)	3	X	√	X
6	Warehouse Supervisor	Bonded Warehouse (Storage – Data Entry)	3	X	√	X
7	Material Handling Equipment Handler	Bonded Warehouse (Outbound – MHE)	2	X	√	X
8	Warehouse Supervisor	Bonded Warehouse (Outbound – MHE)	3	X	√	X
9	Warehouse Supervisor	Bonded Warehouse (Outbound – Data Entry)	3	X	√	X
10	System Coordinator	Bonded Warehouse (Support ICT)	3	X	X	√
11	System Executive	Bonded Warehouse (Support ICT)	4	X	X	√
12	System Manager	Bonded Warehouse (Support ICT)	5	X	√	X
13	M&E Coordinator	Bonded Warehouse (Support M&E)	3	X	√	X
14	Material Handling Equipment Handler	Non-bonded Warehouse (Inbound – MHE)	2	X	√	X
15	Warehouse Supervisor	Non-bonded Warehouse (Inbound – MHE)	3	X	√	X
16	Warehouse Supervisor	Non-bonded Warehouse (Inbound – Data Entry)	3	X	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	LS	SS	S
17	Material Handling Equipment Handler	Non-bonded Warehouse (Storage – MHE)	2	X	√	X
18	Warehouse Supervisor	Non-bonded Warehouse (Storage – MHE)	3	X	√	X
19	Warehouse Supervisor	Non-bonded Warehouse (Storage – Data Entry)	3	X	√	X
20	Material Handling Equipment Handler	Non-bonded Warehouse (Outbound – MHE)	2	X	√	X
21	Warehouse Supervisor	Non-bonded Warehouse (Outbound – MHE)	3	X	√	X
22	Warehouse Supervisor	Non-bonded Warehouse (Outbound – Data Entry)	3	X	√	X
23	System Coordinator	Non-bonded Warehouse (Support ICT)	3	X	X	√
24	System Executive	Non-bonded Warehouse (Support ICT)	4	X	X	√
25	System Manager	Non-bonded Warehouse (Support ICT)	5	X	√	X
26	M&E Coordinator	Non-bonded Warehouse (Support M&E)	3	X	√	X
27	Material Handling Equipment Handler	License Manufacturing Warehouse (Inbound – MHE)	2	X	√	X
28	Warehouse Supervisor	License Manufacturing Warehouse (Inbound – MHE)	3	X	√	X
29	Warehouse Supervisor	License Manufacturing Warehouse (Inbound – Data Entry)	3	X	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	LS	SS	S
30	Material Handling Equipment Handler	License Manufacturing Warehouse (Storage – MHE)	2	X	√	X
31	Warehouse Supervisor	License Manufacturing Warehouse (Storage – MHE)	3	X	√	X
32	Warehouse Supervisor	License Manufacturing Warehouse (Storage – Data Entry)	3	X	√	X
33	Material Handling Equipment Handler	License Manufacturing Warehouse (Outbound – MHE)	2	X	√	X
34	Warehouse Supervisor	License Manufacturing Warehouse (Outbound – MHE)	3	X	√	X
35	Warehouse Supervisor	License Manufacturing Warehouse (Outbound – Data Entry)	3	X	√	X
36	Laboratory Executive	Grain Silos (Quality Control)	4	X	X	√
37	Pest Control Supervisor	Grain Silos (Hygiene Control)	3	X	√	X
38	Assistant Manager	Operation of Land Terminal Facilities (Risk Management)	5	X	X	√
39	Quality Control Executive	Operation of Land Terminal Facilities (Quality, Safety & Health)	4	X	X	√
40	Customer Service Officer	Operation of Land Terminal Facilities (Customer Service)	2	X	√	X
41	Operation Executive	Operation of Land Terminal Facilities (Operation)	4	X	X	√
42	Technician	Operation of Land Terminal Facilities (Maintenance)	3	X	X	√

NO	CRITICAL JOB TITLE	AREA	LEVEL	LS	SS	S
43	Chargeman	Operation of Land Terminal Facilities (Maintenance)	5	X	√	X
44	Constable/Trainee Constable	Operation of Land Terminal Facilities (Auxiliary Police Unit)	2	X	√	X
45	Passenger Relation Personnel	Operation of Land Parking Facilities (Ticketing & Boarding)	2	X	X	√
46	Shift Leader	Operation of Land Parking Facilities (Ticketing & Boarding)	3	X	√	X
47	Assistant Manager	Operation of Land Parking Facilities (Ticketing & Boarding)	5	X	√	X
48	System Support Technician	Operation of Land Parking Facilities (ICT Management – Software)	3	X	X	√
49	Programmer	Operation of Land Parking Facilities (ICT Management – Software)	4	X	√	X
50	System Support Technician	Operation of Land Parking Facilities (ICT Management – Hardware)	3	X	X	√
51	Executive	Operation of Land Parking Facilities (ICT Management – Hardware)	4	X	√	X
52	Terminal Operation System Operator	Operation of Land Parking Facilities (Terminal Management Centre)	2	X	√	X
53	Terminal Operation System Supervisor	Operation of Land Parking Facilities (Terminal Management Centre)	3	X	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	LS	SS	S
54	Ground Crew	Operation of Land Parking Facilities (Ground Crew Management)	2	X	√	X
55	Parking Assistant	Other Operation (Parking)	2	X	√	X
56	Leasing Executive	Other Operation (Retail Management – Leasing)	4	X	X	√
57	Advertising Executive	Other Operation (Retail Management – Advertising)	4	X	X	√
58	Cashier	Other Operation (F&B Management)	2	X	√	X
59	Transport Coordinator	Support Activities for Land Transportation (Towing and Road Site Assistance Operation)	3	X	X	√
60	Transport Executive	Support Activities for Land Transportation (Towing and Road Site Assistance Operation)	4	X	√	X
61	Haulage Management Coordinator	Support Activities for Land Transportation (Haulage Management Operation)	3	X	X	√
62	Haulage Management Executive	Support Activities for Land Transportation (Haulage Management Operation)	4	X	√	X
63	Able Bodies Seaman	Support Activities for Water Transportation (Towage)	2	X	X	√
64	Tug Master	Support Activities for Water Transportation (Towage)	5	X	√	X
65	Boat Crew	Support Activities for Water Transportation (Mooring)	2	X	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	LS	SS	S
66	Mooring Gang	Support Activities for Water Transportation (Mooring)	2	X	√	X
67	C&D Assistant	Support Activities for Water Transportation (Consolidation & Distribution(C&D))	2	X	√	X
68	Operations/ Admin Assistant	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	2	X	√	X
69	Operations Officer/ Senior Operations Officer	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	3	X	√	X
70	Technical Officer	Operations of Air Terminal Facilities (Information Technology Division (ITD))	3	X	X	√
71	Executive	Operations of Air Terminal Facilities (Information Technology Division (ITD))	4	X	√	X
72	Technical Executive	Operations of Air Terminal Facilities (Baggage Handling System)	4	X	X	√
73	Technical Executive	Operations of Air Terminal Facilities (Transportation – Track Transit System)	4	X	X	√
74	Radar/Procedure Man	ATC Activities (Area Radar/ Surveillance)	3	X	X	√
75	Airspace/ Area Manager	ATC Activities (Area Radar/ Surveillance)	5	X	√	X
76	Radar/Procedure Man	ATC Activities (Area Procedure)	3	X	X	√

NO	CRITICAL JOB TITLE	AREA	LEVEL	LS	SS	S
77	Airspace Manager	ATC Activities (Area Procedure)	5	X	√	X
78	Radar Man	ATC Activities (Approach Radar/ Surveillance)	3	X	X	√
79	Airspace Supervisor	ATC Activities (Approach Radar/ Surveillance)	4	X	X	√
80	Airspace Manager	ATC Activities (Approach Radar/ Surveillance)	5	X	√	X
81	Aerodrome Officer	ATC Activities (Aerodrome)	3	X	X	√
82	Airport Manager	ATC Activities (Aerodrome)	5	X	√	X
83	Airport Manager	ATC Activities (Approach Procedure)	5	X	X	√
84	Operations Officer/ Senior Operations Officer	Ground Service Activities On Airfields – Airports (Airside Operations)	3	X	√	X
85	Technical Officer	Ground Service Activities On Airfields – Airports (Engineering – Airfield Ground Lighting)	3	X	√	X
86	Technical Officer	Ground Service Activities On Airfields – Airports (Engineering – Airport Pavement)	3	X	√	X
87	Fireman	Fire Fighting And Fire-Prevention Services At Airports (Operation – AFRS)	2	X	√	X
88	Fire Officer	Fire Fighting And Fire-Prevention Services At Airports (Operation – AFRS)	3	X	√	X
89	Operation Assistant	Forwarding of Freight (Import)	2	X	X	√

NO	CRITICAL JOB TITLE	AREA	LEVEL	LS	SS	S
90	Operation Supervisor	Forwarding of Freight (Import)	3	X	√	X
91	Operation Executive	Forwarding of Freight (Import)	4	X	√	X
92	Operation Assistant	Forwarding of Freight (Export)	2	X	X	√
93	Operation Supervisor	Forwarding of Freight (Export)	3	X	√	X
94	Operation Executive	Forwarding of Freight (Export)	4	X	√	X
95	Operation Executive	Forwarding of Freight (Value Added Activities)	4	X	X	√
96	Shipping Executive	Forwarding of Freight (Value Added Activities)	4	X	X	√
97	Shipping Manager	Other Support Activities (Brokerage for ship)	5	X	X	√

LS – Low skilled worker

SS – Semi skilled worker

S – Skilled worker

List of Critical Job Titles vs e-MASCO vs COL of Warehousing and Support Activities for Transportation

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
1.	Material Handling Equipment Handler	Bonded Warehouse (Inbound – MHE)	2	√	√	X
2.	Warehouse Supervisor	Bonded Warehouse (Inbound – MHE)	3	√	√	X
3.	Warehouse Supervisor	Bonded Warehouse (Inbound – Data Entry)	3	√	√	X
4.	Material Handling Equipment Handler	Bonded Warehouse (Storage – MHE)	2	√	√	X
5.	Warehouse Supervisor	Bonded Warehouse (Storage – MHE)	3	√	√	X
6.	Warehouse Supervisor	Bonded Warehouse (Storage – Data Entry)	3	√	√	X
7.	Material Handling Equipment Handler	Bonded Warehouse (Outbound – MHE)	2	√	√	X
8.	Warehouse Supervisor	Bonded Warehouse (Outbound – MHE)	3	√	√	X
9.	Warehouse Supervisor	Bonded Warehouse (Outbound – Data Entry)	3	√	√	X
10.	System Coordinator	Bonded Warehouse (Support ICT)	3	√	√	X
11.	System Executive	Bonded Warehouse (Support ICT)	4	√	√	√
12.	System Manager	Bonded Warehouse (Support ICT)	5	√	√	√
13.	M&E Coordinator	Bonded Warehouse (Support M&E)	3	√	X	X
14.	Material Handling Equipment Handler	Non-bonded Warehouse (Inbound – MHE)	2	√	√	X
15.	Warehouse Supervisor	Non-bonded Warehouse (Inbound – MHE)	3	√	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
16.	Warehouse Supervisor	Non-bonded Warehouse (Inbound – Data Entry)	3	√	√	X
17.	Material Handling Equipment Handler	Non-bonded Warehouse (Storage – MHE)	2	√	√	X
18.	Warehouse Supervisor	Non-bonded Warehouse (Storage – MHE)	3	√	√	X
19.	Warehouse Supervisor	Non-bonded Warehouse (Storage – Data Entry)	3	√	√	X
20.	Material Handling Equipment Handler	Non-bonded Warehouse (Outbound – MHE)	2	√	√	X
21.	Warehouse Supervisor	Non-bonded Warehouse (Outbound – MHE)	3	√	√	X
22.	Warehouse Supervisor	Non-bonded Warehouse (Outbound – Data Entry)	3	√	√	X
23.	System Coordinator	Non-bonded Warehouse (Support ICT)	3	√	√	X
24.	System Executive	Non-bonded Warehouse (Support ICT)	4	√	√	√
25.	System Manager	Non-bonded Warehouse (Support ICT)	5	√	√	√
26.	M&E Coordinator	Non-bonded Warehouse (Support M&E)	3	√	X	X
27.	Material Handling Equipment Handler	License Manufacturing Warehouse (Inbound – MHE)	2	√	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
28.	Warehouse Supervisor	License Manufacturing Warehouse (Inbound – MHE)	3	√	√	X
29.	Warehouse Supervisor	License Manufacturing Warehouse (Inbound – Data Entry)	3	√	√	X
30.	Material Handling Equipment Handler	License Manufacturing Warehouse (Storage – MHE)	2	√	√	X
31.	Warehouse Supervisor	License Manufacturing Warehouse (Storage – MHE)	3	√	√	X
32.	Warehouse Supervisor	License Manufacturing Warehouse (Storage – Data Entry)	3	√	√	X
33.	Material Handling Equipment Handler	License Manufacturing Warehouse (Outbound – MHE)	2	√	√	X
34.	Warehouse Supervisor	License Manufacturing Warehouse (Outbound – MHE)	3	√	√	X
35.	Warehouse Supervisor	License Manufacturing Warehouse (Outbound – Data Entry)	3	√	√	X
36.	Laboratory Executive	Grain Silos (Quality Control)	4	√	X	X
37.	Pest Control Supervisor	Grain Silos (Hygiene Control)	3	√	X	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
38.	Assistant Manager	Operation of Land Terminal Facilities (Risk Management)	5	√	√	X
39.	Quality Control Executive	Operation of Land Terminal Facilities (Quality, Safety & Health)	4	√	√	√
40.	Customer Service Officer	Operation of Land Terminal Facilities (Customer Service)	2	√	√	√
41.	Operation Executive	Operation of Land Terminal Facilities (Operation)	4	√	√	X
42.	Technician	Operation of Land Terminal Facilities (Maintenance)	3	√	√	√
43.	Chargeman	Operation of Land Terminal Facilities (Maintenance)	5	√	√	√
44.	Constable/Trainee Constable	Operation of Land Terminal Facilities (Auxiliary Police Unit)	2	√	√	X
45.	Passenger Relation Personnel	Operation of Land Parking Facilities (Ticketing & Boarding)	2	√	X	√
46.	Shift Leader	Operation of Land Parking Facilities (Ticketing & Boarding)	3	√	X	√
47.	Assistant Manager	Operation of Land Parking Facilities (Ticketing & Boarding)	5	√	√	X
48.	System Support Technician	Operation of Land Parking Facilities (ICT Management – Software)	3	√	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
49.	Programmer	Operation of Land Parking Facilities (ICT Management – Software)	4	√	√	√
50.	System Support Technician	Operation of Land Parking Facilities (ICT Management – Hardware)	3	√	√	X
51.	Executive	Operation of Land Parking Facilities (ICT Management – Hardware)	4	√	√	X
52.	Terminal Operation System Operator	Operation of Land Parking Facilities (Terminal Management Centre)	2	√	X	X
53.	Terminal Operation System Supervisor	Operation of Land Parking Facilities (Terminal Management Centre)	3	√	X	X
54.	Ground Crew	Operation of Land Parking Facilities (Ground Crew Management)	2	√	X	X
55.	Parking Assistant	Other Operation (Parking)	2	√	X	X
56.	Leasing Executive	Other Operation (Retail Management – Leasing)	4	√	X	X
57.	Advertising Executive	Other Operation (Retail Management – Advertising)	4	√	X	√
58.	Cashier	Other Operation (F&B Management)	2	√	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
59.	Transport Coordinator	Support Activities for Land Transportation (Towing and Road Site Assistance Operation)	3	√	X	X
60.	Transport Executive	Support Activities for Land Transportation (Towing and Road Site Assistance Operation)	4	√	X	X
61.	Haulage Management Coordinator	Support Activities for Land Transportation (Haulage Management Operation)	3	√	X	X
62.	Haulage Management Executive	Support Activities for Land Transportation (Haulage Management Operation)	4	√	X	X
63.	Able Bodies Seaman	Support Activities for Water Transportation (Towage)	2	√	√	X
64.	Tug Master	Support Activities for Water Transportation (Towage)	5	√	X	X
65.	Boat Crew	Support Activities for Water Transportation (Mooring)	2	√	X	X
66.	Mooring Gang	Support Activities for Water Transportation (Mooring)	2	√	X	X

393

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
67.	C&D Assistant	Support Activities for Water Transportation (Consolidation & Distribution(C&D))	2	√	√	X
68.	Operations/ Admin Assistant	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	2	√	X	X
69.	Operations Officer/ Senior Operations Officer	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	3	√	X	X
70.	Technical Officer	Operations of Air Terminal Facilities (Information Technology Division (ITD))	3	√	√	X
71.	Executive	Operations of Air Terminal Facilities (Information Technology Division (ITD))	4	√	√	√
72.	Technical Executive	Operations of Air Terminal Facilities (Baggage Handling System)	4	√	√	X
73.	Technical Executive	Operations of Air Terminal Facilities (Transportation – Track Transit System)	4	√	√	X
74.	Radar/Procedure Man	ATC Activities (Area Radar/ Surveillance)	3	√	X	X
75.	Airspace/ Area Manager	ATC Activities (Area Radar/ Surveillance)	5	√	X	X
76.	Radar/Procedure Man	ATC Activities (Area Procedure)	3	√	X	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
77.	Airspace Manager	ATC Activities (Area Procedure)	5	√	X	X
78.	Radar Man	ATC Activities (Approach Radar/ Surveillance)	3	√	X	X
79.	Airspace Supervisor	ATC Activities (Approach Radar/ Surveillance)	4	√	X	X
80.	Airspace Manager	ATC Activities (Approach Radar/ Surveillance)	5	√	X	X
81.	Aerodrome Officer	ATC Activities (Aerodrome)	3	√	X	X
82.	Airport Manager	ATC Activities (Aerodrome)	5	√	√	X
83.	Airport Manager	ATC Activities (Approach Procedure)	5	√	√	X
84.	Operations Officer/ Senior Operations Officer	Ground Service Activities On Airfields – Airports (Airside Operations)	3	√	X	X
85.	Technical Officer	Ground Service Activities On Airfields – Airports (Engineering – Airfield Ground Lighting)	3	√	√	X
86.	Technical Officer	Ground Service Activities On Airfields – Airports (Engineering – Airport Pavement)	3	√	√	X
87.	Fireman	Fire Fighting And Fire-Prevention Services At Airports (Operation – AFRS)	2	√	√	X

NO	CRITICAL JOB TITLE	AREA	LEVEL	OS	e-MASCO	COL
88.	Fire Officer	Fire Fighting And Fire-Prevention Services At Airports (Operation – AFRS)	3	√	√	X
89.	Operation Assistant	Forwarding of Freight (Import)	2	√	X	X
90.	Operation Supervisor	Forwarding of Freight (Import)	3	√	√	X
91.	Operation Executive	Forwarding of Freight (Import)	4	√	√	X
92.	Operation Assistant	Forwarding of Freight (Export)	2	√	X	X
93.	Operation Supervisor	Forwarding of Freight (Export)	3	√	√	X
94.	Operation Executive	Forwarding of Freight (Export)	4	√	√	X
95.	Operation Executive	Forwarding of Freight (Value Added Activities)	4	√	√	X
96.	Shipping Executive	Forwarding of Freight (Value Added Activities)	4	√	√	√
97.	Shipping Manager	Other Support Activities (Brokerage for ship)	5	√	√	X
Total				97	65	14

ANNEX 5: LIST OF JOB TITLE RELATED TO IR4.0

Job Titles Related to IR4.0 of Warehousing and Support Activities for Trasportation

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
1	Material Handling Equipment Handler	Bonded Warehouse (Inbound – MHE)	2	X	√	X
2	Material Handling Equipment Handler	Bonded Warehouse (Storage – MHE)	2	X	√	X
3	Material Handling Equipment Handler	Bonded Warehouse (Outbound – MHE)	2	X	√	X
4	System Technologist	Bonded Warehouse (Support ICT)	6	X	X	√
5	System Manager	Bonded Warehouse (Support ICT)	5	X	X	√
6	System Executive	Bonded Warehouse (Support ICT)	4	X	X	√
7	System Coordinator	Bonded Warehouse (Support ICT)	3	X	√	X
8	Material Handling Equipment Handler	Non-bonded Warehouse (Inbound – MHE)	2	X	√	X
9	Material Handling Equipment Handler	Non-bonded Warehouse (Storage – MHE)	2	X	√	X
10	Material Handling Equipment Handler	Non-bonded Warehouse (Outbound – MHE)	2	X	√	X
11	System Technologist	Non-bonded Warehouse (Support ICT)	6	X	X	√
12	System Manager	Non-bonded Warehouse (Support ICT)	5	X	X	√
13	System Executive	Non-bonded Warehouse (Support ICT)	4	X	X	√
14	System Coordinator	Non-bonded Warehouse (Support ICT)	3	X	√	X

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
15	Material Handling Equipment Handler	License Manufacturing Warehouse (Inbound – MHE)	2	X	√	X
16	Material Handling Equipment Handler	License Manufacturing Warehouse (Storage – MHE)	2	X	√	X
17	Material Handling Equipment Handler	License Manufacturing Warehouse (Outbound – MHE)	2	X	√	X
18	Production Manager	License Manufacturing Warehouse (Operation)	5	X	X	√
19	Production Engineer	License Manufacturing Warehouse (Operation)	4	X	X	√
20	Production Supervisor	License Manufacturing Warehouse (Operation)	3	X	√	X
21	Production Line Leader	License Manufacturing Warehouse (Operation)	2	X	√	X
22	Quality Control Executive	License Manufacturing Warehouse (Qualiti Control)	4	X	X	√
23	Quality Control Supervisor	License Manufacturing Warehouse (Qualiti Control)	3	X	√	X
24	Quality Control Inspector	License Manufacturing Warehouse (Qualiti Control)	2	X	√	X
25	Store Keeper	Grain Silos (Operation)	2	X	√	X
26	Quality Manager	Grain Silos (Quality Control)	5	X	X	√
27	Laboratory Executive	Grain Silos (Quality Control)	4	X	X	√
28	Quality Supervisor	Grain Silos (Quality Control)	3	X	√	X
29	Quality Control Inspector	Grain Silos (Quality Control)	2	X	√	X
30	Hygiene Control Manager	Grain Silos (Hygiene Control)	5	X	X	√
31	Hygiene Control Executive	Grain Silos (Hygiene Control)	4	X	X	√

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
32	M&E Executive	Grain Silos (Maintenance)	4	X	X	√
33	M&E Technician	Grain Silos (Maintenance)	2	X	√	X
34	Programmer	Operation of Land Parking Facilities (ICT Management – Software)	4	X	X	√
35	System Support Technician	Operation of Land Parking Facilities (ICT Management – Software)	3	X	√	X
36	Executive	Operation of Land Parking Facilities (ICT Management – Hardware)	4	X	X	√
37	System Support Technician	Operation of Land Parking Facilities (ICT Management – Hardware)	3	X	√	X
38	Haulage Management Executive	Support Activities for Land Transportation (Towing and Road Site Assistance Operation)	4	X	X	√
39	Haulage Management Coordinator	Support Activities for Land Transportation (Towing and Road Site Assistance Operation)	3	X	√	X
40	Haulage Management Executive	Support Activities for Land Transportation (Haulage Management Operation)	4	X	X	√
41	Haulage Management Coordinator	Support Activities for Land Transportation (Haulage Management Operation)	3	X	√	X
42	Manager	Support Activities for Water Transportation (Shipping Agent)	5	X	X	√

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
43	Executive	Support Activities for Water Transportation (Shipping Agent)	4	X	X	√
44	Boarding Officer	Support Activities for Water Transportation (Shipping Agent)	3	X	√	X
45	Manager	Support Activities for Water Transportation (Forwarding Agent)	5	X	X	√
46	Manager	Support Activities for Water Transportation (Navigational Support)	5	X	X	√
47	Controller	Support Activities for Water Transportation (Navigational Support)	4	X	X	√
48	Assistant Controller	Support Activities for Water Transportation (Navigational Support)	3	X	√	X
49	Pilot Superintendent	Support Activities for Water Transportation (Pilotage)	5	X	X	√
50	Pilot	Support Activities for Water Transportation (Pilotage)	4	X	X	√
51	Tug Master	Support Activities for Water Transportation (Towage)	5	X	X	√
52	Tug Officer/ Engineer	Support Activities for Water Transportation (Towage)	4	X	X	√
53	Warehousing Manager	Support Activities for Water Transportation (Storage)	5	X	X	√
54	Warehousing Executive	Support Activities for Water Transportation (Storage)	4	X	X	√
55	Storage Supervisor	Support Activities for Water Transportation (Storage)	3	X	√	X

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
56	Warehousing Manager	Support Activities for Water Transportation (Consolidation & Distribution(C&D))	5	X	X	√
57	Warehousing Executive	Support Activities for Water Transportation (Consolidation & Distribution(C&D))	4	X	X	√
58	C&D Supervisor	Support Activities for Water Transportation (Consolidation & Distribution(C&D))	3	X	√	X
59	Warehousing Manager	Support Activities for Water Transportation (Packaging)	5	X	X	√
60	Warehousing Executive	Support Activities for Water Transportation (Packaging)	4	X	X	√
61	Packaging Supervisor	Support Activities for Water Transportation (Packaging)	3	X	√	X
62	Terminal Manager	Support Activities for Water Transportation (Liquid Storage)	5	X	X	√
63	Assistant Terminal Manager	Support Activities for Water Transportation (Liquid Storage)	4	X	X	√
64	Supervisor	Support Activities for Water Transportation (Liquid Storage)	3	X	√	X
65	Operation Manager	Support Activities for Water Transportation (Cruise / Passenger)	5	X	X	√
66	Operation Assistant Manager	Support Activities for Water Transportation (Cruise / Passenger)	4	X	X	√
67	Equipment Supervisor	Support Activities for Water Transportation (Cruise / Passenger)	3	X	√	X

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
68	Equipment Operator	Support Activities for Water Transportation (Cruise / Passenger)	2	X	√	X
69	Operation Manager	Support Activities for Water Transportation (Containerised)	5	X	X	√
70	Operation Assistant Manager	Support Activities for Water Transportation (Containerised)	4	X	X	√
71	Equipment Supervisor	Support Activities for Water Transportation (Containerised)	3	X	√	X
72	Equipment Operator	Support Activities for Water Transportation (Containerised)	2	X	√	X
73	Operation Manager	Support Activities for Water Transportation (Non – Containerised)	5	X	X	√
74	Operation Assistant Manager	Support Activities for Water Transportation (Non – Containerised)	4	X	X	√
75	Equipment Supervisor	Support Activities for Water Transportation (Non – Containerised)	3	X	√	X
76	Equipment Operator	Support Activities for Water Transportation (Non – Containerised)	2	X	√	X
77	Operation Manager	Support Activities for Water Transportation (Stevedoring)	5	X	X	√
78	Operation Assistant Manager	Support Activities for Water Transportation (Stevedoring)	4	X	X	√
79	Stevedore Supervisor	Support Activities for Water Transportation (Stevedoring)	3	X	√	X
80	Winchman	Support Activities for Water Transportation (Stevedoring)	2	X	√	X

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
81	Operation Manager	Support Activities for Water Transportation (Stevedoring)	5	X	X	√
82	Operation Assistant Manager	Support Activities for Water Transportation (Stevedoring)	4	X	X	√
83	Stevedore Supervisor	Support Activities for Water Transportation (Stevedoring)	3	X	√	X
84	Winchman	Support Activities for Water Transportation (Stevedoring)	2	X	√	X
85	Master	Support Activities for Water Transportation (Liquid Cargo)	5	X	X	√
86	Loading Master	Support Activities for Water Transportation (Liquid Cargo)	4	X	X	√
87	Supervisor	Support Activities for Water Transportation (Liquid Cargo)	3	X	√	X
88	Terminal Manager	Support Activities for Water Transportation (Liquid Cargo)	5	X	X	√
89	Loading Master	Support Activities for Water Transportation (Liquid Cargo)	4	X	X	√
90	Supervisor	Support Activities for Water Transportation (Liquid Cargo)	3	X	√	X
91	Master	Support Activities for Water Transportation (Bunkering)	5	X	X	√
92	Chief Engineer	Support Activities for Water Transportation (Bunkering)	4	X	X	√
93	Bunkering Services Supervisor	Support Activities for Water Transportation (Bunkering)	3	X	√	X

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
94	Terminal Manager	Support Activities for Water Transportation (Bunkering)	5	X	X	√
95	Assistant Terminal Manager	Support Activities for Water Transportation (Bunkering)	4	X	X	√
96	Supervisor	Support Activities for Water Transportation (Bunkering)	3	X	√	X
97	Technician	Support Activities for Water Transportation (Bunkering)	2	X	√	X
98	Manager	Support Activities for Water Transportation (Ship Chandling)	5	X	X	√
99	Assistant Manager	Support Activities for Water Transportation (Ship Chandling)	4	X	X	√
100	Chandling Supervisor	Support Activities for Water Transportation (Ship Chandling)	3	X	√	X
101	Equipment Operator	Support Activities for Water Transportation (Ship Chandling)	2	X	√	X
102	Manager	Support Activities for Water Transportation (Lashing)	5	X	X	√
103	Assistant Manager	Support Activities for Water Transportation (Lashing)	4	X	X	√
104	Lasher Supervisor	Support Activities for Water Transportation (Lashing)	3	X	√	X
105	Lashing Foreman	Support Activities for Water Transportation (Lashing)	2	X	√	X
106	Cargo Planning Manager	Support Activities for Water Transportation (Cargo Planning)	5	X	X	√

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
107	Berth Planning Manager	Support Activities for Water Transportation (Berth Planning)	5	X	X	√
108	Yard Planning Manager	Support Activities for Water Transportation (Yard Planning)	5	X	X	√
109	Senior Manager	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	7	X	X	√
110	Manager	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	6	X	X	√
111	Senior Executive	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	5	X	X	√
112	Executive	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	4	X	X	√
113	Operations Officer/ Senior Operations Officer	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	3	X	√	X
114	Operations/ Admin Assistant	Operations of Air Terminal Facilities (Aviation Security (AVSEC))	2	X	√	X
115	Executive	Operations of Air Terminal Facilities (Information Technology Division (ITD))	4	X	X	√
116	Technical Officer	Operations of Air Terminal Facilities (Information	3	X	√	X

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
		Technology Division (ITD))				
117	Technical Executive	Operations of Air Terminal Facilities (Baggage Handling Screening System)	4	X	X	√
118	Airspace Supervisor	ATC Activities (Area Radar/ Surveillance)	4	X	X	√
119	Radar/Procedure Man	ATC Activities (Area Radar/ Surveillance)	3	X	√	X
120	Airspace Supervisor	ATC Activities (Area Procedure)	4	X	X	√
121	Radar/Procedure Man	ATC Activities (Area Procedure)	3	X	√	X
122	Airspace Supervisor	ATC Activities (Approach Radar/ Surveillance)	4	X	X	√
123	Radar Man	ATC Activities (Approach Radar/ Surveillance)	3	X	√	X
124	Tower Supervisor	ATC Activities (Aerodrome)	4	X	X	√
125	Tower Supervisor	ATC Activities (Approach Procedure)	4	X	X	√
126	Officer – Approach Procedure	ATC Activities (Approach Procedure)	3	X	√	X
127	Airspace/Airport Manager	ATC Activities (Flight Information Services)	5	X	X	√
128	Tower Supervisor	ATC Activities (Flight Information Services)	4	X	X	√
129	Flight Information Service Officer	ATC Activities (Flight Information Services)	3	X	√	X
130	Operation Executive	Forwarding of Freight (Import)	4	X	X	√
131	Operation Supervisor	Forwarding of Freight (Import)	3	X	√	X
132	Operation Assistant	Forwarding of Freight (Import)	2	X	√	X

NO	JOB TITLE RELATED TO IR4.0	AREA	LEVEL	LS	SS	S
133	Operation Executive	Forwarding of Freight (Export)	4	X	X	√
134	Operation Supervisor	Forwarding of Freight (Export)	3	X	√	X
135	Operation Assistant	Forwarding of Freight (Export)	2	X	√	X
136	Operation Executive	Forwarding of Freight (Value Added Activities)	4	X	X	√
137	Shipping Manager	Other Support Activities (Brokerage for ship)	5	X	X	√
138	Shipping Executive	Other Support Activities (Brokerage for ship)	4	X	X	√

LS – Low skilled worker

SS – Semi skilled worker

S – Skilled worker

ANNEX 6: OCCUPATIONAL DESCRIPTION

MSIC GROUP : 521

AREA   : Bonded Warehouse (Inbound – MHE)

JOB TITLE   : Material Handling Equipment Handler

LEVEL   : 2

RESPONSIBILITIES:

The is Material Handling Equipment Handler responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); perform store and stock inventory; ensure safety and security equipment; ensure schedule maintenance of MHE; and store goods at designated areas.

Knowledge:

- MHE operating and safety features
- Warehouse storage procedure
- Halal productr handling proceduire
- MHE driving rules. and maintenance scope
- Storage system and retrieving goods

Skills:

- Operate the Material Handling Equipment (MHE)
- Perform store and stock inventory
- Handle safety and security equipment
- Perfomr basic maintenance of MHE
- Store goods at designated areas

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Inbound – MHE)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; performwarehouse management system (WMS) inbound; and confirm and approve the GRN.

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- Store and goods arrangement
- MHE supplier and service provider
- Halal productr handling proceduire
- MHE usage and operations
- Warehousing Management System (WMS)application

Skills:

- Train operation staff to have a clear goal and objective
- Arrange store and stock inventory check
- Perform custom bonded warehouse requirement and procedure
- Attend to customer complain/queries/demands
- Prepare goods inbound report
- Supervise warehouse housekeeping activities
- Perform warehouse management system (WMS) inbound

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Inbound – Data Entry)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; performwarehouse management system (WMS) inbound; and confirm and approve the GRN.

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- Knowledge of store and goods arrangement
- Product data approval level
- WMS training requirements
- Warehousing storage applications

Skills:

- Train operation staff to have a clear goal and objective
- Arrange store and stock inventory check
- Perform custom bonded warehouse requirement and procedure
- Attend to customer complain/queries/demands
- Prepare goods inbound report
- Supervise warehouse housekeeping activities
- Perform warehouse management system (WMS) inbound
- Confirm and approve the GRN

Attributes (Attitude/Safety/Environmental):

- Adhere to safety regulations, production quality standard
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Storage – MHE)

JOB TITLE   : Material Handling Equipment Handler

LEVEL   : 2

RESPONSIBILITIES:

The Material Handling Equipment Handler is responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); perform store and stock inventory; ensure safety and security equipment; ensure schedule maintenance of MHE; and store goods at designated areas.

Knowledge:

- MHE operating procedure
- MHE safety featires
- WMS application
- Related check sheet for product
- Halal and non halal product ciretia
- Handling halal product as SOP
- Select halal container/ rack for halal product
- Storage and retrieving goods procedure

Skills:

- Operate the material handling equipment (MHE)
- Perform store and stock inventory
- Handle safety and security equipment
- Perform basic maintenance of MHE
- Store goods at designated areas
- Segregate halal and non halal product
- Handle halal product as SOP
- Select halal container/ rack for halal product

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Adhere to safety regulations, production quality standard
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Storage – MHE)

JOB TITLE   : Warehouse supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods storage report; supervise proper warehouse housekeeping; perform warehouse management system (WMS) storage.

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- MHE usage and application
- MHE supplier and service provider
- Halal productr handling proceduire
- Goods and product arrangement
- WMS application

Skills:

- Arrange store and stock inventory check
- Perform custom bonded warehouse requirement and procedure
- Attend to customer complain/queries/demands
- Supervise proper warehouse housekeeping
- Perform warehouse management system (WMS) storage
- Monitor/enforce halal product handling
- Train downliner on handling halal product as halal SOP
- Take corrective action on handling halal product
- Accompany auditor during halal audit exercise – become auditee
- Implement corrective action for halal process

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection

- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Storage – Data Entry)

JOB TITLE   : Warehouse supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; and perform warehouse management system (WMS) storage.

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- MHE usage and applications
- Product data approval level
- Halal productr handling proceduire
- WMS applications
- Store and goods arrangements

Skills:

- Arrange store and stock inventory check
- Perform custom bonded warehouse requirement and procedure
- Attend to customer complain/queries/demands
- Supervise proper warehouse housekeeping
- Perform warehouse management system (WMS) storage
- Monitor/enforce halal product handling
- Train downliner on handling halal product as halal SOP
- Take corrective action on handling halal product
- Accompany auditor during halal audit exercise – become auditee
- Implement corrective action for halal process

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection

- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA : Bonded Warehouse (Outbound – MHE)

JOB TITLE : Material Handling Equipment Handler

LEVEL : 2

RESPONSIBILITIES:

The Material Handling Equipment Handler is responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); ensure safety and security equipment; ensure schedule maintenance of MHE; collect goods from designated areas; and deliver goods to outbound loading bay

Knowledge:

- MHE operation and safety features
- Warehouse storage procedure
- MHE driving rules and maintenance scope
- WMS applications
- Halal productr handling proceduire

Skills:

- Operate MHE
- Perform store and stock inventory
- Handle safety and security equipment
- Identify halal and non halas product
- Perfom basic maintenance of MHE
- Store goods at designated area.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work

- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

JOB TITLE   **: Warehouse supervisor**

AREA   **: Bonded Warehouse (Outbound – MHE)**

JOB TITLE   **: Warehouse Supervisor**

LEVEL   **: 3**

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to Follow company SOP; ensure operation staff have a clear goal and objective; prepare outbound data entry documentation; perform custom bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods outbound report; supervise proper warehouse housekeeping; warehouse management system (WMS) outbound and confirm and approve GRO/DO.

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- Store and products arrangements
- MHE usage and application
- MHE supplier and service provider
- WMS applications
- Handling halah product procedure.

Skills:

- Arrange store and stock inventory check
- Attend customer needs and complaint
- Prepare goods outbound report
- Perform WMS outbound requirement
- Supervise warehouse housekeeping activities.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection

- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   **: Bonded Warehouse (Outbound – Data Entry)**

JOB TITLE   **: Warehouse Supervisor**

LEVEL   **: 3**

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; prepare outbound data entry documentation; perform custom bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods outbound report; supervise proper warehouse housekeeping; perform warehouse management system (WMS) outbound; and confirm and approve GRO/DO

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- Store and goods arrangements
- Product data safety keeping
- MHE usage and application
- Product data approval level
- WMS application

Skills:

- Arrange store and stock inventory check
- Attend customer needs and complaint
- Prepare goods outbound report
- Verify product data and safe keeping
- Perform WMS requirement
- Supervise warehouse housekeeping activities.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making

- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Support ICT)

JOB TITLE   : System Coordinator

LEVEL   : 3

RESPONSIBILITIES:

The System Coordinator is responsible to test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems; troubleshoot program and system malfunctions to restore normal functioning, expand or modify system to serve new purposes or improve work flow; use the computer in the analysis and solution of business problems, such as development of integrated production and inventory control and cost analysis systems; consult with management to ensure agreement on system principles; develop, document and revise system design procedures, test procedures, and quality standards; coordinate and link the computer systems within an organization to increase compatibility and so information can be shared; review and analyze computer printouts and performance indicators to locate code problems, and correct errors by correcting codes; supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects; read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements; and analyze information processing or computation needs and plan and design computer systems, using techniques such as structured analysis, data modeling and information engineering.

Knowledge:

- Computers hardware and software
- Computer programming and applications
- English Language.
- WMS applications
- Customer and personal service
- Procedure of services design.

Skills:

- Test, maintain and monitor computer programs and systems.
- Coordinate computer program system and installations.
- Troubleshoot program and system malfunctions
- Expand or modify system to serve new purposes
- Coordinate and link the computer systems within an organization.
- Supervise computer programmers or other systems analysts
- Read manual and technical reports to learn how to develop programs
- Analyze information processing and plan for system improvements.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Support ICT)

JOB TITLE   : System Executive

LEVEL   : 4

RESPONSIBILITIES:

The System Executive is responsible to assist to direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines; assist to meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems; assist to review project plans and coordinate project activity; provide users with technical support for computer problems; assist to develop computer information resources, providing for data security and control, strategic computing, and disaster recovery; stay abreast of advances in technology; review all systems charts and programs prior to their implementation; prepare operational reports or project progress reports; assist in evaluate data processing proposals to assess project feasibility and requirements; and provide list of purchase for necessary equipment.

Knowledge:

- Computers hardware and software system
- Company system procedure
- Company development and goal
- Computer programming and applications
- English Language.
- WMS design and applications
- Customer and personal service
- Warehouse system development and update

Skills:

- Assist to direct daily department operations.
- Communicate with department heads and managers to solicit cooperation and resolve problems.
- Monitor and coordinate project activity.
- ICT and technical support for computer problems.
- Prepare operational reports or project progress reports.
- Provide list of purchase for necessary ICT equipment
- Stay abreast of advances in technology.
- Evaluate all systems charts and programs prior to their implementation.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure

- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Support ICT)

JOB TITLE   : System Manager

LEVEL   : 5

RESPONSIBILITIES:

The System Manager is responsible to direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines; meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems; review project plan and coordinate project activity; assign and review the work of systems executive or system coordinator, and other computer-related workers; provide users with technical support for computer problems; develop computer information resources, providing for data security and control, strategic computing, and disaster recovery; recruit, hire, train and supervise staff, or participate in staffing decisions; stay abreast of advances in technology; consult with users, management, vendors, and technicians to assess computing needs and system requirements; develop and interpret organizational goals, policies, and procedures; evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades; approve all systems charts and programs prior to their implementation; review operational reports or project progress reports; evaluate data processing proposals to assess project feasibility and requirements; control operational budget and expenditures; purchase necessary equipment; and manage backup, security and user help systems

Knowledge:
- Computer hardware and software
- WMS applications and programming
- Company goal and direction in ICT approach
- Customer and Personal Service
- Administration and management
- Design and production of various goods and services
- Warehousing system development
- English Language
- ICT Education and training requirements

Skills:
- Direct daily warehousing operations of department.
- Analyzing workflow and developing standards and setting deadlines.
- Coordinate project plan and coordinate project activity.
- Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.
- Recruit, train and participate in staffing decisions.

- Stay abreast of warehousing advances in technology.
- Develop and interpret organizational goals, policies and procedures.
- Approve all systems charts and programs prior to their implementation.
- Control operational budget and expenditures.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Bonded Warehouse (Support M&E)

JOB TITLE   : M&E Coordinator

LEVEL   : 3

RESPONSIBILITIES:

The M&E Coordinator is responsible to inspect, operate, or test machinery or equipment to diagnose machine malfunctions; dismantle machines, equipment, or devices to access and remove defective parts, using hoists, cranes, hand tools, or power tools; perform routine maintenance; order parts, supplies, or equipment from suppliers; perform general cleaning of workplace; install equipment to improve the energy or operational efficiency of residential or commercial buildings; set up and operate machine tools to repair or fabricate machine parts, jigs, fixtures, or tools; train or manage maintenance personnel or subcontractors; and align and balance new equipment after installation

Knowledge:

- Company procedure
- Machinery and MHE maintenance system
- MHE supplier and service provider
- MHE equipment usage and safety applications
- WMS application
- Storage and goods arrangements

Skills:

- Inspect and test machinery and MHE equipment.
- Diagnose machine and MHE malfunctions..
- Perform machine and MHE routine maintenance.
- Train or manage maintenance personnel or subcontractors.
- Align and balance new equipment after installation
- Set up and operate machine tools.
- Install equipment to improve the energy or operational efficiency
- Perform general cleaning of workplace.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues

- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA : **Non-bonded Warehouse (Inbound – MHE)**

JOB TITLE : **Material Handling Equipment Handler**

LEVEL : **2**

RESPONSIBILITIES:

The is Material Handling Equipment Handler responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); perform store and stock inventory; ensure safety and security equipment; ensure schedule maintenance of MHE; and store goods at designated areas

Knowledge:

- MHE operation and safety features
- Warehouse storage procedure
- MHE driving rules and safety approach
- Storage system and retrieving goods.
- Halal and non halal product handling

Skills:

- Operate the MHE
- Perform store and stock inventory
- Handle safety and security equipment
- Perform basic maintenance of MHE
- Determine halal and non halal product
- Store goods at designated area.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Non-bonded Warehouse (Inbound – MHE)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; performwarehouse management system (WMS) inbound; and confirm and approve the GRN.

Knowledge:

- Company system procedure
- Custom non-bonded warehouse requirement and procedure
- Store and goods arrangement
- WMS applications
- Halal product handling procedure

Skills:

- Train operation staff on handling goods and product
- Arrange store and stock inventory check
- Perform custom non-bounded warehouse requirement and procedure
- Attend customer requirement and complaints
- Verify halal and non halal handling method
- Prepare goods inbound report
- Supervise warehouse housekeeping activities

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   **: Non-bonded Warehouse (Inbound – Data Entry)**

JOB TITLE   **: Warehouse Supervisor**

LEVEL   **: 3**

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; performwarehouse management system (WMS) inbound; and confirm and approve the GRN.

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- Store and goods arrangements
- Product data safety keeping
- MHE usage and application
- Product data approval level
- WMS application

Skills:

- Arrange store and stock inventory check
- Attend customer needs and complaint
- Prepare goods outbound report
- Verify product data and safe keeping
- Perform WMS requirement
- Supervise warehouse housekeeping activities.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   **: Non-bonded Warehouse (Storage – MHE)**

JOB TITLE   **: Material Handling Equipment Handler**

LEVEL   **: 2**

RESPONSIBILITIES:

The Material Handling Equipment Handler is responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); perform store and stock inventory; ensure safety and security equipment; ensure schedule maintenance of MHE; and store goods at designated areas

Knowledge:

- MHE operation and safety features
- Warehouse storage procedure
- Segregate halal and non halal product
- Handle halal product as SOP
- Select halal container/ rack for halal product
- MHE driving rules and safety approach
- Storage system and retrieving goods.
- Halal and non halal product handling

Skills:

- Operate the MHE
- Perform store and stock inventory
- Handle safety and security equipment
- Perform basic maintenance of MHE
- Segregate halal and non halal product
- Determine halal and non halal product
- Select halal container/ rack for halal product
- Store goods at designated area.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Non-bonded Warehouse (Storage – MHE)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods storage report; supervise proper warehouse housekeeping; perform warehouse management system (WMS) storage.

Knowledge:

- Company system procedure
- Custom non-bonded warehouse requirement and procedure
- Store and goods arrangement
- WMS applications
- Halal product handling procedure

Skills:

- Train operation staff on handling goods and product
- Arrange store and stock inventory check
- Perform custom non-bounded warehouse requirement and procedure
- Attend customer requirement and complaints
- Verify halal and non halal handling method
- Prepare goods inbound report
- Supervise warehouse housekeeping activities

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP :

AREA   : Non-bonded Warehouse (Storage – Data Entry)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom non-non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; and perform warehouse management system (WMS) storage.

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- Store and goods arrangements
- Product data safety keeping
- MHE usage and application
- Product data approval level
- WMS application

Skills:

- Arrange store and stock inventory check
- Attend customer needs and complaint
- Prepare goods outbound report
- Verify product data and safe keeping
- Perform WMS requirement
- Verify product checksheet and data
- Supervise warehouse housekeeping activities.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Adhere to safety regulations, production quality standard
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Non-bonded Warehouse (Outbound – MHE)

JOB TITLE   : Material Handling Equipment Handler

LEVEL   : 2

RESPONSIBILITIES:

The is Material Handling Equipment Handler responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); ensure safety and security equipment; ensure schedule maintenance of MHE; collect goods from designated areas; and deliver goods to outbound loading bay

Knowledge:

- MHE operation and safety features
- Warehouse storage procedure
- Segregate halal and non halal product
- Handle halal product as SOP
- Select halal container/ rack for halal product
- MHE driving rules and safety approach
- Storage system and retrieving goods.
- Halal and non halal product handling

Skills:

- Operate the MHE
- Perform store and stock inventory
- Handle safety and security equipment
- Perform basic maintenance of MHE
- Segregate halal and non halal product
- Determine halal and non halal product
- Select halal container/ rack for halal product
- Store goods at designated area.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Adhere to safety regulations, production quality standard
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Non-bonded Warehouse (Outbound – MHE)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; prepare outbound data entry documentation; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/ queries/ demands; attend to detail on store arrangement; prepare goods outbound report; supervise proper warehouse housekeeping; warehouse management system (WMS) outbound and confirm and approve GRN/DO.

Knowledge:

- Company system procedure
- Custom non-bonded warehouse requirement and procedure
- MHE usage and application
- MHE supplier and service provider
- Store and goods arrangement
- WMS applications
- Halal product handling procedure

Skills:

- Train operation staff on handling goods and product
- Arrange MHE repair and maintenance activities
- Attend customer requirement and complaints
- Verify halal and non halal handling method
- Prepare maintenance report
- Supervise warehouse housekeeping activities

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP :

AREA   : Non-bonded Warehouse (Outbound – Data Entry)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; prepare outbound data entry documentation; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods outbound report; supervise proper warehouse housekeeping; perform warehouse management system (WMS) outbound; and confirm and approve GRN/DO

Knowledge:

- Company SOP
- Custom bonded warehouse requirement and procedure
- Store and goods arrangements
- Product data safety keeping
- MHE usage and application
- Product data approval level
- WMS application

Skills:

- Arrange store and stock inventory check
- Attend customer needs and complaint
- Prepare goods outbound report
- Verify product data and safe keeping
- Perform WMS requirement
- Verify product checksheet and data
- Supervise warehouse housekeeping activities.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   **: Non-bonded Warehouse (Support ICT)**

JOB TITLE   **: System Coordinator**

LEVEL   **: 3**

RESPONSIBILITIES:

The System Coordinator is responsible to test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems; troubleshoot program and system malfunctions to restore normal functioning, expand or modify system to serve new purposes or improve work flow; use the computer in the analysis and solution of business problems, such as development of integrated production and inventory control and cost analysis systems; consult with management to ensure agreement on system principles; develop, document and revise system design procedures, test procedures, and quality standards; coordinate and link the computer systems within an organization to increase compatibility and so information can be shared; review and analyze computer printouts and performance indicators to locate code problems, and correct errors by correcting codes; supervise computer programmers or other systems analysts or serve as project leaders for particular systems projects; read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements; and analyze information processing or computation needs and plan and design computer systems, using techniques such as structured analysis, data modeling and information engineering.

Knowledge:

- Computers hardware and software
- Computer programming and applications
- English Language.
- WMS applications
- Customer and personal service
- Procedure of services design.

Skills:

- Test, maintain and monitor computer programs and systems.
- Coordinate computer program system and installations.
- Troubleshoot program and system malfunctions
- Expand or modify system to serve new purposes
- Coordinate and link the computer systems within an organization.
- Supervise computer programmers or other systems analysts
- Read manual and technical reports to learn how to develop programs
- Analyze information processing and plan for system improvements.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Non-bonded Warehouse (Support ICT)

JOB TITLE   : System Executive

LEVEL   : 4

RESPONSIBILITIES:

The System Executive is responsible to assist to direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines; assist to meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems; assist to review project plans and coordinate project activity; provide users with technical support for computer problems; assist to develop computer information resources, providing for data security and control, strategic computing, and disaster recovery; stay abreast of advances in technology; review all systems charts and programs prior to their implementation; prepare operational reports or project progress reports; assist in evaluate data processing proposals to assess project feasibility and requirements; and provide list of purchase for necessary equipment.

Knowledge:

- Computers hardware and software system
- Company system procedure
- Company development and goal
- Computer programming and applications
- English Language.
- WMS design and applications
- Customer and personal service
- Warehouse system development and update

Skills:

- Assist to direct daily department operations.
- Communicate with department heads and managers to solicit cooperation and resolve problems.
- Monitor and coordinate project activity.
- ICT and technical support for computer problems.
- Prepare operational reports or project progress reports.
- Provide list of purchase for necessary ICT equipment
- Stay abreast of advances in technology.
- Evaluate all systems charts and programs prior to their implementation.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Non-bonded Warehouse (Support ICT)

JOB TITLE   : System Manager

LEVEL   : 5

RESPONSIBILITIES:

The System Manager is responsible to direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines; meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems; review project plan and coordinate project activity; assign and review the work of systems executive or system coordinator, and other computer-related workers; provide users with technical support for computer problems; develop computer information resources, providing for data security and control, strategic computing, and disaster recovery; recruit, hire, train and supervise staff, or participate in staffing decisions; stay abreast of advances in technology; consult with users, management, vendors, and technicians to assess computing needs and system requirements; develop and interpret organizational goals, policies, and procedures; evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades; approve all systems charts and programs prior to their implementation; review operational reports or project progress reports; evaluate data processing proposals to assess project feasibility and requirements; control operational budget and expenditures; purchase necessary equipment; and manage backup, security and user help systems

Knowledge:

- WMS applications and programming
- Company goal and direction in ICT approach
- Customer and Personal Service
- Administration and management
- Design and production of various goods and services
- Warehousing system development
- ICT Education and training requirements

Skills:

- Direct daily warehousing operations of department.
- Analyzing workflow and developing standards and setting deadlines.
- Coordinate project plan and coordinate project activity.
- Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.
- Recruit, train and participate in staffing decisions.
- Stay abreast of warehousing advances in technology.
- Develop and interpret organizational goals, policies and procedures.

- Approve all systems charts and programs prior to their implementation.
- Control operational budget and expenditures.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Non-bonded Warehouse (Support M&E)

JOB TITLE   : M&E Coordinator

LEVEL   : 3

RESPONSIBILITIES:

The M&E Coordinator is responsible to inspect, operate, or test machinery or equipment to diagnose machine malfunctions; dismantle machines, equipment, or devices to access and remove defective parts, using hoists, cranes, hand tools, or power tools; perform routine maintenance; order parts, supplies, or equipment from suppliers; perform general cleaning of workplace; install equipment to improve the energy or operational efficiency of residential or commercial buildings; set up and operate machine tools to repair or fabricate machine parts, jigs, fixtures, or tools; train or manage maintenance personnel or subcontractors; and align and balance new equipment after installation

Knowledge:

- Company procedure
- Machinery and MHE maintenance system
- MHE supplier and service provider
- MHE equipment usage and safety applications
- Storage and goods arrangements

Skills:

- Inspect and test machinery and MHE equipment.
- Diagnose machine and MHE malfunctions..
- Perform machine and MHE routine maintenance.
- Train or manage maintenance personnel or subcontractors.
- Align and balance new equipment after installation
- Set up and operate machine tools.
- Install equipment to improve the energy or operational efficiency
- Perform general cleaning of workplace.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : License Manufacturing Warehouse (Inbound – MHE)

JOB TITLE   : Material Handling Equipment Handler

LEVEL   : 2

RESPONSIBILITIES:

The is Material Handling Equipment Handler responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); perform store and stock inventory; ensure safety and security equipment; ensure schedule maintenance of MHE; and store goods at designated areas

Knowledge:

- MHE operation and safety features
- Warehouse storage procedure
- Goods and product manufacturing process
- Container/ rack for product
- MHE driving rules and safety approach
- Storage system and retrieving goods.
- Product handling procedure

Skills:

- Operate the MHE
- Perform store and stock inventory
- Handle safety and security equipment
- Perform basic maintenance of MHE
- Determine process stages.
- Select container for product
- Store goods at designated area.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : License Manufacturing Warehouse (Inbound – MHE)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; performwarehouse management system (WMS) inbound; and confirm and approve the GRN.

Knowledge:

- Company system procedure
- LMW requirement and procedure
- MHE usage and application
- MHE supplier and service provider
- Product and manufacturing process
- Store and goods arrangement
- WMS applications

Skills:

- Train operation staff on handling goods and product
- Arrange MHE repair and maintenance activities
- Attend customer requirement and complaints
- Determine product and process
- Prepare maintenance report
- Supervise warehouse housekeeping activities

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   **: License Manufacturing Warehouse (Inbound – Data Entry)**

JOB TITLE   **: Warehouse Supervisor**

LEVEL   **: 3**

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; performwarehouse management system (WMS) inbound; and confirm and approve the GRN.

Knowledge:

- Company SOP
- LMW requirement and procedure
- Store and goods arrangements
- Product and manufacturing process
- Product data safety keeping
- Product data approval level
- WMS application

Skills:

- Arrange store and stock inventory check
- Attend customer needs and complaint
- Determine product and process
- Verify product data and safe keeping
- Perform WMS requirement
- Verify product checksheet and data
- Supervise warehouse housekeeping activities.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA : License Manufacturing Warehouse (Storage – MHE)

JOB TITLE : Material Handling Equipment Handler

LEVEL : 2

RESPONSIBILITIES:

The Material Handling Equipment Handler is responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); perform store and stock inventory; ensure safety and security equipment; ensure schedule maintenance of MHE; and store goods at designated areas.

Knowledge:

- MHE operation and safety features
- Warehouse storage procedure
- Goods and product manufacturing process
- Container/ rack for product
- MHE driving rules and safety approach
- Storage system and retrieving goods.
- Product handling procedure

Skills:

- Operate the MHE
- Perform store and stock inventory
- Handle safety and security equipment
- Perform basic maintenance of MHE
- Determine process stages.
- Select container for product
- Store goods at designated area.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   **: License Manufacturing Warehouse (Storage – MHE)**

JOB TITLE   **: Warehouse Supervisor**

LEVEL   **: 3**

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods storage report; supervise proper warehouse housekeeping; perform warehouse management system (WMS) storage.

Knowledge:

- Company system procedure
- LMW requirement and procedure
- MHE usage and application
- MHE supplier and service provider
- Product and manufacturing process
- Store and goods arrangement
- WMS applications

Skills:

- Train operation staff on handling goods and product
- Arrange MHE repair and maintenance activities
- Attend customer requirement and complaints
- Determine product and process
- Prepare maintenance report
- Supervise warehouse housekeeping activities

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   **: License Manufacturing Warehouse (Storage – Data Entry)**

JOB TITLE   **: Warehouse Supervisor**

LEVEL   **: 3**

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure store and stock inventory check; perform custom non-non-bonded warehouse requirement and procedure; attend to customer complain/queries/demands; attend to detail on store arrangement; prepare goods inbound report; supervise proper warehouse housekeeping; and perform warehouse management system (WMS) storage.

Knowledge:

- Company SOP
- LMW requirement and procedure
- Store and goods arrangements
- Product and manufacturing process
- Product data safety keeping
- Product data approval level
- WMS application

Skills:

- Arrange store and stock inventory check
- Attend customer needs and complaint
- Determine product and process
- Verify product data and safe keeping
- Perform WMS requirement
- Verify product checksheet and data
- Supervise warehouse housekeeping activities.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   **: License Manufacturing Warehouse (Outbound – MHE)**

JOB TITLE   **: Material Handling Equipment Handler**

LEVEL   **: 2**

RESPONSIBILITIES:

The is Material Handling Equipment Handler responsible to follow company SOP; operate the material handling equipment (MHE) (eg. forklift, stacker, pallet jack, trolley); ensure safety and security equipment; ensure schedule maintenance of MHE; collect goods from designated areas; and deliver goods to outbound loading bay

Knowledge:

- MHE operation and safety features
- Warehouse storage procedure
- Goods and product manufacturing process
- Container/ rack for product
- MHE driving rules and safety approach
- Storage system and retrieving goods.
- Product handling procedure

Skills:

- Operate the MHE
- Perform store and stock inventory
- Handle safety and security equipment
- Perform basic maintenance of MHE
- Determine process stages.
- Select container for product
- Store goods at designated area.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : License Manufacturing Warehouse (Outbound – MHE)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to Follow company SOP; ensure operation staff have a clear goal and objective; prepare outbound data entry documentation; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/ queries/ demands; attend to detail on store arrangement; prepare goods outbound report; supervise proper warehouse housekeeping; warehouse management system (WMS) outbound and confirm and approve GRN/DO.

Knowledge:

- Company system procedure
- LMW requirement and procedure
- MHE usage and application
- MHE supplier and service provider
- Product and manufacturing process
- Store and goods arrangement
- WMS applications

Skills:

- Train operation staff on handling goods and product
- Arrange MHE repair and maintenance activities
- Attend customer requirement and complaints
- Determine product and process
- Prepare maintenance report
- Supervise warehouse housekeeping activities

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : License Manufacturing Warehouse (Outbound – Data Entry)

JOB TITLE   : Warehouse Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Warehouse Supervisor is responsible to follow company SOP; ensure operation staff have a clear goal and objective; prepare outbound data entry documentation; perform custom non-bonded warehouse requirement and procedure; attend to customer complain/ queries/ demands; attend to detail on store arrangement; prepare goods outbound report; supervise proper warehouse housekeeping; perform warehouse management system (WMS) outbound; and confirm and approve GRN/DO

Knowledge:

- Company SOP
- LMW requirement and procedure
- Store and goods arrangements
- Product and manufacturing process
- Product data safety keeping
- Product data approval level
- WMS application

Skills:

- Arrange store and stock inventory check
- Attend customer needs and complaint
- Determine product and process
- Verify product data and safe keeping
- Perform WMS requirement
- Verify product checksheet and data
- Supervise warehouse housekeeping activities.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Grain Silos (Quality Control)

JOB TITLE : Laboratory Executive

LEVEL   : 4

RESPONSIBILITIES:

The Laboratory Executive is responsible to run routine inspections focusing on areas where pests are most likely to appear, effective prevention measures is exclusion, during inspection if need for counter measures, identifying the problematic species so pests can be eliminated more efficiently and with the least risk of harm to other organisms, analysis the best choice of control techniques, preparing important documents include a scope of pest activity.

Knowledge:

- Pest type and effect to the grain
- Chemical mixing for pest control
- Chemical mixing handling procedure
- Chemical spillage fast respond
- MSDS for pest control chemical
- Safety Health Environment requirements
- Computer knowledge

Skills:

- Determine pest species
- Verify chemical mixing and effect to pest
- Determine doses of chemical mixing
- Determine potential pest entry point
- Verify grain damages level due to pest
- Elaborate Safety Health Environment requirements

Attributes (Attitude/Safety/Environmental):

- Result oriented mind-set
- Planning and forecasting abilities
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 521

AREA   : Grain Silos (Hygiene Control)

JOB TITLE   : Pest Control Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Pest Control Supervisor is responsible to spray or release chemical solutions or toxic gases and set traps to kill pests and vermin that infest buildings and surrounding areas, spray or dust chemical solutions, powders, or gases into grain silos, use forging to kill pest surrounding grain silos, wall and structure area with chemical solutions, carry out fumigation work when insects are out of control, inspect premises to identify infestation source and extent of damage to property, wall and roof porosity, and access to infested locations, direct and/or assist other workers in treatment and extermination processes to eliminate and control rodents, insects, and weeds

Knowledge:

- Work planning and scheduling
- Pest type and effect to the grain
- Effect from chemical solution to the pest
- Safety and health environment requirement
- Chemical solution handling method
- MSDS for chemical solution
- Chemical spillage handling method
- Grain product quality

Skills:

- Determine pest species
- Check chemical mixing and effect to pest
- Confirm doses of chemical mixing
- Apply chemical solution blend technique
- Determine location for pesticide
- Determine potential pest entry point

Attributes (Attitude/Safety/Environmental):

- Ability to supervision skills
- High level of commitment and strong team player
- Result oriented mind-set
- Ability to adapt with workplace environment
- Detail in performing part inspection

- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Operation of Land Terminal Facilities (Risk Management)

JOB TITLE   : Assistant Manager

LEVEL   : 5

RESPONSIBILITIES:

The Assistant Manager is responsible to plan in preparation of risk management exercise for the whole company wide, responsible for do risk evaluation and control to mitigate related risk in business and land terminal operations; organising risk elements review frequently, propose necessary action plan and identify new risk (if available); plan and conduct risk awareness and refresh training to all team members and seek necessary feedback. She/ he also shall advice department head to carry out action plan on risk mitigation and produce necessary report to management.

Knowledge:

- Land terminal operation
- Quality management system
- Risk management procedure
- Risk elements evaluation and score card
- Mitigation control of risk
- Business, economic and politic environment
- Department quality objective
- Computer leteracy
- Internal audit procedure

Skills:

- Interpret land terminal operation
- Elaborate quality management system
- Conduct risk management exercise
- Perform mitigation action plan audit
- Identify new risks for business and operation
- Conduct risk awareness and training
- Evaluate risk exposure and effect to company

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Good communication with subordinates
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   **: Operation of Land Terminal Facilities (Quality, Safety & Health)**

JOB TITLE   **: Quality Control Executive**

LEVEL   **: 4**

RESPONSIBILITIES:

The Quality Control Executive is responsible to assist in preparation of quality manual, procedure manual and all document related to the ISO9001:2015, responsible for effective implementation of quality manual, procedure manual and all document related to the ISO9001:2015, review procedures for overall compliance and continuity amongst departments, maintaining the quality control procedures according to ISO requirements, maintaining reports and all related documentation, plan and conduct internal audit exercise, lead the internal auditors during audit exercise, prepare audit finding and action plan report and submit to Quality Management Representative (QMR), conduct awareness and refresh training for internal auditor and department representative, assist department heads to prepare quality analysis and measurement, advise and assist department heads to carry out their quality procedures and assist in liaising with the certification body and the consultant.

Knowledge:

- Quality management system
- Safety Health Environment requirements
- Internal audit procedure
- Quality objective
- Land terminal operations procedure
- Computer knowledge

Skills:

- Ability to produce quality reports
- Propose and develop relevant quality objective
- Data analysis on risk assessment
- Assessment on quality objective.
- Presentation on obnarmility findings
- Observance on process and quality

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Detail in performing part inspection
- Firm in decision making

- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Terminal Facilities (Customer Service)**

JOB TITLE : **Customer Service Officer**

LEVEL : **2**

RESPONSIBILITIES:

The Customer Service Officer is responsible to provide first level contact and offer solution to customer issues, handle inquiries and requests with care as to exceed expectations, provide facts and information of the terminal operations, facilities, services, updates on all local and latest happenings, know and understand to perform the terminal emergency procedure to protect customers, passengers, colleagues and the property, handle the PA system well and able to make announcements at any time required, assist operations department in any event or visit at the terminal, receive and record lost and found items and manage incoming calls via call centre efficiently

Knowledge:

- Customer relation ethics
- Land terminal operations procedure
- Land terminal department job scope and function
- Operation update on Land terminal
- Basic computer knowledge
- Customer focus skills
- Making announcement skills
- Strong communication skills
- Active listening skills
- Proficient in Bahasa Malaysia and English
- Stay calm in difficult situation
- Computer skills
- First Aid knowledge

Skills:

- Provide first level contact and offer solution to customer issues
- Handle inquiries and requests with care as to exceed expectations
- Provide facts and information of the terminal operations, facilities, services, updates on all local and latest happenings
- Perform terminal emergency procedure to protect customers, passengers, colleagues and the property
- Handle the PA system well and able to make announcements at any time required
- Assist operations department in any event or visit at the terminal

- Receive and record lost and found items
- Manage incoming calls via call centre efficiently

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Terminal Facilities (Operation)**

JOB TITLE : **Operation Executive**

LEVEL : **4**

RESPONSIBILITIES:

The Operation Executive is responsible to monitor daily operations of ticketing & boarding, terminal management centre, customer service, maintenance, auxiliary police, parking etc, monitor daily operations of outsourced services such as internal cleaning, external cleaning, landscape, pest control, grease trap service, floor mat service etc, assist maintenance to manage the terminal defect reporting system and processes for advising technical functions of detects and repairs required, act as Incident Commander in ERP team as the first person to be informed for any emergency case happen in the Terminal and produce daily report pertaining to the overall operations of the Terminal

Knowledge:

- Policies and procedure of company
- Land terminal operations procedure
- Land terminal operations capacity
- Land terminal department job scope and function
- Quality management system and objective
- Strong communication skills
- Computer skills
- Leadership skills
- Emergency response plan (ERP) knowledge

Skills:

- Monitor daily operations of ticketing & boarding, terminal management centre, customer service, maintenance, auxiliary police, parking etc
- Monitor daily operations of outsourced services such as internal cleaning, external cleaning, landscape, pest control, grease trap service, floor mat service etc
- Assist Maintenance to manage the Terminal defect reporting system and processes for advising technical functions of detects and repairs required
- Act as Incident Commander in ERP team as the first person to be informed for any emergency case happen in the terminal
- Produce daily report pertaining to the overall operations of the terminal

Attributes (Attitude/Safety/Environmental):

- Poses high credibility, loyalty and better adaptability
- Good team Player and communication skill
- Very independent and corporative
- Ability to think creative and alternative thinking

MSIC GROUP : 522

AREA   : Operation of Land Terminal Facilities (Maintenance)

JOB TITLE   : Technician

LEVEL   : 3

RESPONSIBILITIES:

The Technician is responsible to monitor and check facilities according to Daily Checklist; fire control room, chiller room, air-cond make-up tank, sewerage treatment plant etc, perform maintenance of electrical systems (replace light bulbs and sockets, clean and repair circuit breaker panels etc, to perform daily repair and maintenance works, to perform daily preventive maintenance tasks, to adhere to Safety, Health and Environment procedures while performing work, to ensure maintenance tools and equipment are calibrated and kept tidy and in place after use, assist in the setup of ventilation, refrigeration and other systems and conduct repairs when necessary and maintain heating and plumbing systems to ensure functionality

Knowledge:

- Rules and regulation on Suruhanjaya Tenaga (ST)
- Equipment supplier and support services
- Safety, Health and Environment procedures
- Equipment calibration requirement and procedure
- Equipment repair/ remedy procedure
- Heating, Ventilation, and Air Conditioning (HVAC) system inspection procedure.
- Equipment daily inspection procedure

Skills:

- Perform equipment daily inspection
- HVAC inspection
- Equipment trouble shooting and remedy
- Determine equipment calibration status
- Plumbing maintenance and repair
- Failure detection skill
- Handling of tool and equipment repair

Attributes (Attitude/Safety/Environmental):

- Poses high credibility, loyalty and better adaptability
- Adhere to safety and environmental regulations
- Possess strong interpersonal skills with good attention to details
- Ability to reliable, responsible, and dependable, and fulfilling obligations

- Ability to adapt with workplace environment
- Ability to work under pressure
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : Operation of Land Terminal Facilities (Maintenance)

JOB TITLE : Chargeman

LEVEL : 5

RESPONSIBILITIES:

The Chargeman is responsible for electrical system in building, to plan, operate and carry out electrical safety precaution and preventive maintenance, carries out predictive and repair maintenance for high voltage powers located in switch room and power generators, to lead a group of Technician on a shift, to monitor the in-coming electrical supply, to operate the electrical standby generator system, to perform repair and maintenance works, to perform preventive maintenance tasks, to assist in training staff on aspects of electrical safety, to adhere to Safety, Health and Environment procedures while performing work, to ensure all relevant laws, statutes and regulations relating to electrical system and installation are complied with, to ensure maintenance tools and equipment are calibrated and kept tidy and in place after use and to be 24 hours on-call duty as directed

Knowledge:

- Rules and regulation on Suruhanjaya Tenaga (ST)
- A4 chargeman job scope and regulation requirement
- Safety, Health and Environment procedures
- Equipment calibration requirement and procedure
- Heating, Ventilation, and Air Conditioning (HVAC) system inspection procedure.
- HVAC inspection and repair
- Equipment daily inspection requirement and procedure
- General maintenance processes and methods

Skills:

- Electrical maintenance inspection and remedy
- Building maintenance inspection and remedy
- HVAC inspection and repair
- Building plumbing system and repair
- Electrical wiring system and remedy
- Tool and equipment handling skills

Attributes (Attitude/Safety/Environmental):

- Poses high credibility, loyalty and better adaptability
- Good Imaginative skill towards creativity

- Possess strong interpersonal skills with good attention to details
- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Terminal Facilities (Auxiliary Police Unit)**

JOB TITLE : **Constable/ Trainee Constable**

LEVEL : **2**

RESPONSIBILITIES:

The Constable/ Trainee Constable is responsible to perform lawful duties as designated by Superior, maintain internal security of the company and its asset, patrols, bits, and static controls, public control, inspection of persons, to protect and escorting employer property, prevent crime offenses, detect and arrest criminals, respond to emergency situations, enforcing order and safety, to conduct security monitoring of CCTV, detect and report any abnormalities observed, to conduct crowd and traffic control, to verify the validity of bus tickets at boarding gates, to assist other primary agencies such as fire or ambulance, responding to radio calls.

Knowledge:

- Basic computer literacy
- Relevant act to public safety
- Local authority scope and function
- Police department job scope and function
- Firearm act and licensing
- Martial art action/ movement
- Computer literacy skill
- Firearm handling skill
- Customer oriented skill
- Stay calm in handling difficult situation
- Self defence action/ movement
- Technical/Functional skills
- Communication in English and Bahasa Malaysia

Skills:

- Perform lawful duties as designated by superior
- Maintain internal security of the company and its asset
- Patrols, bits, and static controls, public control, inspection of persons
- Protect and escorting employer property
- Prevent crime offenses
- Detect and arrest criminals
- Respond to emergency situations
- Enforce order and safety
- Conduct security monitoring of CCTV

- Detect and report any abnormalities observed
- Conduct crowd and traffic control
- Verify the validity of bus tickets at boarding gates
- Assist other primary agencies such as fire or ambulance
- Responding to radio calls.

Attributes (Attitude/Safety/Environmental):

- Ability to work under pressure and strong team player
- Adhere to safety and environmental regulations
- Ability to reliable, responsible, and dependable, and fulfilling obligations
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Operation of Land Parking Facilities (Ticketing & Boarding)

JOB TITLE   : Passenger Relation Personnel

LEVEL   : 2

RESPONSIBILITIES:

The Passenger Relation Personnel is responsible to provide the accurate information about bus schedule, destination and price of each ticket sold based on Centralised Ticketing System (CTS), responsible for ticket sales and sales collection, tally the ticket sales with monies collected, issue boarding passes to passengers before boarding the bus, uphold the integrity of CTS, ensure passengers boarding the correct bus at designated Departure Gate, ensure safety of passengers at all time, uphold the integrity of our passenger management procedures

Knowledge:

- Language competency - English and Bahasa Malaysia
- CTS standard operation procedure
- Money note and currency
- CTS system operation
- Land terminal operation system
- Computer literacy Customer handling skills
- Cashier and counting skills

Skills:

- Provide the accurate information about bus schedule, destination and price of each ticket sold based on Centralised Ticketing System (CTS).
- Responsible for ticket sales and sales collection, tally the ticket sales with monies collected
- Issue boarding passes to passengers before boarding the bus
- Uphold the integrity of CTS
- Ensure passengers boarding the correct bus at designated Departure Gate.
- Ensure safety of passengers at all time
- Uphold the integrity of our passenger management procedures

Attributes (Attitude/Safety/Environmental):

- Poses high credibility, loyalty and better adaptability
- Good team Player and communication skill
- Very independent and corporative
- Ability to adapt with workplace environment

- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP   : 522

AREA   : Operation of Land Parking Facilities (Ticketing & Boarding)

JOB TITLE   : Shift Leader

LEVEL   : 3

RESPONSIBILITIES:

The is responsible to communicate with bus operators on bus cancellations, bus delayed, double seating, changing of tickets, refund tickets etc, update bus schedules on daily basis, ensure all gates are managed efficiently by passenger relation personnel (PRP), handle problematic passengers, drivers and checkers, check all boarding kiosk are in good condition, conduct staff briefing, communicate with ground crew on gate changes, bus delayed, compile reports related to ticketing, manage staff movement on daily basis, attend and investigate on customer complain, back-up cashier for PRP on break, compile PRP disciplinary records and key in bus schedule into Centralised Ticketing System (CTS)

Knowledge:

- Bus departure and arrival system
- Bus departure and arrival schedule
- CTS system operations
- Bus operator update
- Computer literacy
- Land terminal operation procedure
- Customer relation.
- Language competency – English and Bahasa Malaysia
- Computer literacy skills
- Customer handling skills
- Cashier and counting skills
- Delegation and coordination skills

Skills:

- Communicate with bus operators
- Update bus schedules on daily basis
- Ensure all gates are managed efficiently by passenger relation personnel (PRP)
- Handle problematic passengers, drivers and checkers
- Check all boarding kiosk are in good condition
- Conduct staff briefing
- Communicate with ground crew
- Manage staff movement on daily basis
- Attend and investigate on customer complain

- Back-up cashier for PRP on break
- Compile PRP disciplinary records
- Key in bus schedule into Centralised Ticketing System (CTS)

Attributes (Attitude/Safety/Environmental):

- Poses high credibility, loyalty and better adaptability
- Good team Player and communication skill
- Very independent and corporative
- Possess strong interpersonal skills with good attention to details
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Operation of Land Parking Facilities (Ticketing & Boarding)

JOB TITLE   : Assistant Manager

LEVEL   : 5

RESPONSIBILITIES:

The Assistant Manager is responsible to formulate overall operations and implement strategic policies & procedures, ensure system access and security controls are met in order to maintain data integrity, manage continual improvement on centralized ticketing system CTS (software and hardware) to improve production efficiency, ticket dispensing and passenger management, submit and analyse daily, weekly & monthly reports to stakeholders, schedule and supervise personnel to ensure maximum capability to uphold system deliverables efficiency, maintain hardware and software of CTS in order to minimize downtime to ensure maximum performance at all times

Knowledge:

- Land terminal operation
- CTS system operation
- Computer literacy
- Problem solving methodology
- System and process development and improvement
- Customer relation and handling skills
- Cashier and counting skills
- Deligation and coordination skills
- Develop operation system procedure
- Analytical skills on ticketing operation issues.
- Updating system access and security controls
- Action plan implementation and monitoring

Skills:

- Formulate overall operations and implement strategic policies & procedures
- Ensure system access and security controls are met in order to maintain data integrity
- Manage continual improvement on centralized ticketing system CTS (software and hardware) to improve production efficiency
- Ticket dispensing and passenger management
- Submit and analyse daily, weekly & monthly reports to stakeholders
- Schedule and supervise personnel to ensure maximum capability to uphold system deliverables efficiency
- Maintain hardware and software of CTS in order to minimize downtime to ensure maximum performance at all times

Attributes (Attitude/Safety/Environmental):

- Good Imaginative skill towards creativity
- Possess strong interpersonal skills with good attention to details
- Ability to reliable, responsible, and dependable, and fulfilling obligations
- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Parking Facilities (ICT Management – Software)**

JOB TITLE : System Support Technician

LEVEL : 3

RESPONSIBILITIES:

The System Support Technician is responsible for all application development, attend trouble shooting issues by providing onsite support for PC, networking equipment, server, CCTV and desktop software, walk the customer to the problem-solving process, escalate difficult-to-solve issue, record event and problem and their resolution in logs, identify and suggest possible improvement, follow up and update the status and information in problem risk

Knowledge:

- Land terminal Information Technology (IT) system
- IT hardware and system operation
- IT support system
- Security of IT system
- IT hardware and software problem-solving process
- System networking

Skills:

- Test run IT hardware and software
- Troubleshoot IT hardware and software
- Customer oriented skills
- Install and update relevant software

Attributes (Attitude/Safety/Environmental):

- Poses boundless enthusiasm
- Poses high credibility, loyalty and better adaptability
- Very independent and corporative
- Possess strong motivational and a team player
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Parking Facilities (ICT Management – Software)**

JOB TITLE : **Programmer**

LEVEL : **4**

RESPONSIBILITIES:

The is responsible to collaborate with business analysts and developers to produce software designs, formulate program specifications and basic prototype, transform software designs and specification into high functioning code in the appropriate language, responsible for all application development, create and deliver data driven report, enhance existing system by analysing business objectives, preparing an action plan for modification and improvement and maintain existing software system by identifying and correcting software defect

Knowledge:

- Land terminal operation
- Web development process
- Operation software design
- Software languages requirements
- Software sytem enhancement procedure
- Programming languages

Skills:

- Ability to derive program languages including but not limited to ASP.NET, SQL server, HTML, SCC JavaScript, etc.
- Detail oriented approach and skills
- Analytical in program development
- Imaginative for solution
- Critical and creative thinking

Attributes (Attitude/Safety/Environmental):

- Good Imaginative skill towards creativity
- Very independent and corporative
- Ability to reliable, responsible, and dependable, and fulfilling obligations
- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems
- Ability to adapt with workplace environment

- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Parking Facilities (ICT Management – Hardware)**

JOB TITLE : **System Support Technician**

LEVEL : **3**

RESPONSIBILITIES:

The System Support Technician is responsible for all application development, attend trouble shooting issues by providing onsite support for PC, networking equipment, server, CCTV and desktop software, walk the customer to the problem-solving process, escalate difficult-to-solve issue, record event and problem and their resolution in logs, identify and suggest possible improvement and follow up and update the status and information in problem risk.

Knowledge:

- Information Technology (IT) system
- IT hardware (PC, CCTV, desktop etc)
- IT hardware trouble shooting procedure
- System networking
- IT system control
- Computer literacy

Skills:

- Diagnose and resolve basic technical issues
- Operate the computer system, mobile device and other technical equipment
- Troubleshoot the IT system hardware
- Customer oriented skills
- Simulate the IT system running
- Provide IT system improvement

Attributes (Attitude/Safety/Environmental):

- Good Imaginative skill towards creativity
- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection

- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Parking Facilities (ICT Management – Hardware)**

JOB TITLE : Executive

LEVEL : 4

RESPONSIBILITIES:

The Executive is responsible to collaborate with business analysts and developers to produce software designs, formulate program specifications and basic prototype, transform software designs and specification into high functioning code in the appropriate language, responsible for all application development, create and deliver data driven report, enhance existing system by analysing business objectives, preparing an action plan for modification and improvement and to maintain existing software system by identifying and correcting software defect

Knowledge:

- Information Technology (IT) system
- IT hardware (PC, CCTV, desktop etc)
- IT hardware trouble shooting procedure
- System networking
- IT system control
- Computer literacy

Skills:

- Verify the IT program languages.
- Verify, diagnose and resolve basic technical issues
- Operate the computer system, mobile device and other technical equipment
- Check the troubleshooting of the IT system hardware
- Customer oriented skills
- Run simulation and analyse of the IT system running
- Execute the IT system improvement

Attributes (Attitude/Safety/Environmental):

- Good Imaginative skill towards creativity
- Very independent and corporative
- Ability to work under pressure and strong team player
- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems

- Poses high credibility, loyalty and better adaptability
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Parking Facilities (Terminal Management Centre)**

JOB TITLE : TOS Operator

LEVEL : 2

RESPONSIBILITIES:

The Terminal Operating System (TOS) Operator is responsible to monitor the buses flow in the terminal area with a sharp eye on speed of the buses, execute and comply to SOP during the daily operation, record the schedule adherence and timetable changes at a secure data, monitor unauthorized stops and diversion from the designated routes, monitor vehicle operation compliant with the designated schedule and bay, monitor all movement in the Terminal and reports to TOS supervisor if there are any problems or suspicious behavior spotted, monitor all traffic flow in the terminal, communicate with all the Ground Crew to coordinate with the bus drivers, monitor and execute TOS operation and ensure information displayed on PIDS are accurate and correct.

Knowledge:
- Land terminal operation
- Bus departure and arrival schedule
- Suspicious customer behaviour
- Bus operator and destination
- Jabatan Pengangkutan Jalan (JPJ) – rule and regulation
- Computer literacy
- Emergency Respond Plan (ERP)

Skills:
- Determine operator type and color
- Verify bus estimation speed
- Engine sound of bus inside terminal\
- High alert skill
- Estimation parked bus at bay terminal
- Determine terminal bus lane and number

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operation of Land Parking Facilities (Terminal Management Centre)**

JOB TITLE : **TOS Supervisor**

LEVEL : **3**

RESPONSIBILITIES:

The Terminal Operating System (TOS) Supervisor is responsible to monitor and assist TOS Operators, supervise the assigned team on the daily Terminal Management Centre (TMC) operation, report and coordinate with Duty Manager on incident reported to TMC, execute and comply to SOP during the daily operation, monitor vehicle operation compliant with the designated schedule and bay, monitor driving behavior of the bus drivers, compile report on all movement in the terminal and reports to executive on arising issues or suspicious behavior spotted to monitor and execute TOS operation and ensure information displayed on PIDS are accurate and correct

Knowledge:
- Land terminal operation
- Bus departure and arrival schedule
- Bus operator and destination
- Jabatan Pengangkutan Jalan (JPJ) – rule and regulation
- Computer literacy
- Emergency Respond Plan (ERP)
- Land terminal department and job scope
- Supervisory skill

Skills:
- Verify bus operator type and color
- Confirm bus estimation speed
- Confirm engine sound of bus inside terminal\
- High alert skill
- Estimation parked bus at bay terminal
- Verify bus driver fitness
- Handle suspicious customer
- Determine terminal bus lane and number

Attributes (Attitude/Safety/Environmental):

- Possess strong motivational and a team player
- Possess strong interpersonal skills with good attention to details

- Ability to reliable, responsible, and dependable, and fulfilling obligations
- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Operation of Land Parking Facilities (Ground Crew Management)

JOB TITLE   : Ground Crew

LEVEL   : 2

RESPONSIBILITIES:

The Ground Crew is responsible to monitor and provide assistance to bus driver and bus operators, execute operations at ground level, monitor unauthorized stops and diversion from the designated routes, manage the bus during high frequency, give instructions to the bus drivers to the correct lane in the terminal to avoid traffic jams, response to any complaints from passengers or bus drivers regarding bus parking designation, boarding and arriving bay, response to any instructions from the Terminal Management Centre (TMC) regarding any problems related to the bay or bus drivers, execute task assigned by TMC on the ground crew level, coordinate with other GC team member on the bus operation bus movement.

Knowledge:
- Land terminal operation
- Bus departure and arrival schedule
- Bus terminal lane and number
- Boarding bay procedure
- Boarding and arriving bay area
- Suspicious customer behaviour
- Emergency Respond Plan (ERP)

Skills:
- Determine bus operator type and color
- Verify bus estimation speed
- Determine parking bay area and capacity
- Direct bus to arrival bay
- Estimation parked bus at bay terminal
- Determine terminal bus lane and number

Attributes (Attitude/Safety/Environmental):
- Poses high credibility, loyalty and better adaptability
- Ability to work under pressure and strong team player
- Possess strong interpersonal skills with good attention to details
- Ability to adapt with workplace environment

- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Other Operation (Parking)

JOB TITLE   : Parking Assistant

LEVEL   : 2

RESPONSIBILITIES:

The Parking Assistant is responsible to daily opening and closing of service counter, carry out manual motorcycle collection or manning manual cashier booth at the location as assigned by supervisor, directs traffic for special events, public safety emergencies, or as requested, provides vehicle jump-start services; assists with storage and release of bicycles, property and evidence control, and impounded vehicle release, perform patrolling as inspection activity, perform vehicle clamping and issue summon, unclamp vehicle once penalty payment is made, record overnight parking vehicle, provides directions, parking alternatives for special events, public safety emergencies, or as requested, provide front line service for customers' problem or enquiry with regards to parking services and facilities and to ensure the equipment are in good working condition and immediately alert the Supervisor in charge if any problems.

Knowledge:
- Parking bay area
- Parking bay capacity
- Parking operation system
- Additional/ temppraray parking bay
- Hand signal/ operation
- Basic knowledge of vehicle engine
- Emergency Respond Plan (ERP)

Skills:
- Determine parking bay area
- Determine parking bay capacity
- Provide vehicle routing/ direction
- Explaint parking operation system
- Operate clamp/ unclamp tyre vehicle
- Communication skill
- Interpersonal skill

Attributes (Attitude/Safety/Environmental):

- Poses high credibility, loyalty and better adaptability
- Ability to work under pressure and strong team player
- Possess strong interpersonal skills with good attention to details

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Other Operation (Retail Management – Leasing)

JOB TITLE   : Leasing Executive

LEVEL   : 4

RESPONSIBILITIES:

The Leasing Executive is responsible to responsible to achieve planned revenue targets, setting up leasing strategies, planning and optimizing occupancy and yield through pro-active sourcing and negotiations with local and overseas retailers yet maintaining the desire tenants mix, responsible for leasing of retail space, shop lot and kiosks within the terminal, identify and secure potential tenants, negotiate rental rates and tenancy terms with potential tenants, manage existing tenants for renewal and termination of tenancies, manage and update deposit collection status, regular site visits and inspection of terminal / tenants, supervise and monitor the procedures for handover and reinstatement of the demised premises, supervise and advice on the preparation of standard letters / documents i.e Letter of Offer, Memo, Circular and etc and to ensure all Tenancy Agreement (TA) are duly signed and stamped and to monitor on tenancy expiry.

Knowledge:
- Land terminal operation
- Building design and construction
- Building safety features
- Leasing procedure and term & condition
- Leasing legal requirement - TA
- Local statutory and regulatory requirement
- Negotiation skill
- Customer relation skill
- High Interpersonal skill
- Computer literacy
- Communication and convincing skill
- Rental payment mode
- Basic accounting software/ procedure

Skills:
- Achieve planned revenue targets
- Set up leasing strategies
- Plan and optimise occupancy and yield through pro-active sourcing and negotiations with local and overseas retailers yet maintaining the desire tenants mix
- Responsible for leasing of retail space, shop lot and kiosks within the terminal
- Identify and secure potential tenants
- Negotiate rental rates and tenancy terms with potential tenants
- Manage existing tenants for renewal and termination of tenancies

- Manage and update deposit collection status
- Regular site visits and inspection of terminal / tenants
- Supervise and monitor the procedures for handover and reinstatement of the demised premises
- Supervise and advice on the preparation of standard letters / documents i.e Letter of Offer, Memo, Circular and etc
- Ensure all Tenancy Agreement (TA) are duly signed and stamped and to monitor on tenancy expiry

Attributes (Attitude/Safety/Environmental):

- Good team Player and communication skill
- Possess strong interpersonal skills with good attention to details
- Ability to reliable, responsible, and dependable, and fulfilling obligations
- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Other Operation (Retail Management – Advertising)

JOB TITLE   : Advertising Executive

LEVEL   : 4

RESPONSIBILITIES:

The Advertising Executive is responsible for collection of monthly rentals from shop lot, communicate / liaison with tenant via telephone or email, monitor payment received from tenant and interacts with Finance department accordingly, issue timely reminder & demand letters on overdue account, preparation of Monthly Rental Collection Report, maintain accurate and up-to-date account/collection record, ensures to interacts well with customers and departmental colleagues

Knowledge:

- Leasing/ rental payment mode
- Rental payment procedure
- Leasing/ rental rate
- Basic accounting software/ procedure
- Customer deprtment person in-charge (PIC)
- Payment monitoring method
- Rental payment collection step/ procedure

Skills:
- Collect monthly rentals from shop lot
- Communicate / liaison with tenant via telephone or email
- Monitor payment received from tenant and interacts with finance department accordingly
- Issue timely reminder & demand letters on overdue account
- Preparation of Monthly Rental Collection Report
- Maintain accurate and up-to-date account/collection record
- Ensures to interacts well with customers and departmental colleagues

Attributes (Attitude/Safety/Environmental):

- Good team Player and communication skill
- Possess strong interpersonal skills with good attention to details
- Ability to reliable, responsible, and dependable, and fulfilling obligations
- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems
- Ability to adapt with workplace environment
- Ability to work under pressure

- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   **: Other Operation (F&B Management)**

JOB TITLE   **: Cashier**

LEVEL   **: 2**

RESPONSIBILITIES:

The Cashier is responsible for sale of prepaid food court card and top up request, return unused cash from e-card, accept cash and return the correct change, respond to customer inquiries, issue receipts, and record customer suggestions, ensure tally money in the cash drawer at the beginning and end of each work shift and as per the sales report, assist Food Court Supervisor to maintain and make sure that operation is smooth, selling prepaid card, ensure the sales collection is tally with report, monitor cleanliness and handling customers complaint

Knowledge:
- Food and Beverage payment procedure
- Food and Beverage list and menu
- Cash and notes
- E-card and pre-paid function and expenses process
- Customer complaint/ suggestion procedure
- Cash safety handling procedure
- Operate payment and collection machine
- Determine fake note and coins
- Notes and coins counting method
- Operate/ accept e-card/ pre-paid system
- Basic accounting procedure

Skills:
- Sale of prepaid food court card and top up request
- Return unused cash from e-card
- Accept cash and return the correct change
- Respond to customer inquiries, issue receipts, and record customer suggestions
- Ensure tally money in the cash drawer at the beginning and end of each work shift and as per the sales report
- Assist food court supervisor to maintain and make sure that operation is smooth
- Selling prepaid card
- Ensure the sales collection is tally with report
- Monitor cleanliness and handling customers complaint

Attributes (Attitude/Safety/Environmental):

- Possess strong interpersonal skills with good attention to details
- Ability to reliable, responsible, and dependable, and fulfilling obligations
- Ability to work under pressure and strong team player
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : Towing and Road Site Assistance Operation

JOB TITLE : Transport Coordinator

LEVEL : 3

RESPONSIBILITIES:

The Transport Coordinator is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure all vehicles in good order and operating condition; coordinate all transport requirement and schedule maintenance; perform custom requirement and procedure; attend to customer complain/ queries/ demands; supervise drivers and maintain delivery schedule and track delivery to ensure delivery are carry out; update and provide tracking information to customers; report any driver issues such as discipline, accident, safety concern and regulatory requirement; report any damage goods, late or loss deliveries etc; and prepare transportation report (daily, weekly, monthly)

Knowledge:

- Towing and Road Site Assistance Operation
- Jabatan Pengangkutan Jalan (JPJ) rule and regulation
- Towing and Road Site Assistance safety measures
- Vehicle maintenance system
- Vehicle driver fitness condition
- Basic vehicle trouble shooting and maintenance
- Towing and Road Site Assistance reporting flow
- Basic tools and equipment for Towing and Road Site Assistance

Skills:

- Verify all vehicles in good order and operating condition
- Coordinate vehicle requirement and schedule maintenance
- Perform customer requirement and procedure
- Confirm driver fitness status
- Confirm the vehicle status and assisstance required
- Verify vehicle damages level
- Prepare tracking report to customer
- Explaint statutory and regulartory requirement to customer.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard

- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   **: Towing and Road Site Assistance Operation**

JOB TITLE   **: Transport Executive**

LEVEL   **: 4**

RESPONSIBILITIES:

The Transport Executive is responsible to interpret company SOP and action plan; train staff in transportation requirement policies and procedures; manage budget, approve schedule and routes; enforce all vehicle fleet meet requirement of all regulatory bodies; ensure goods are delivered in time and improve customer satisfaction; manage customer billing and coordinate with finance; develop and using awareness of best practice in health and safety for the workplace; check and compile transportation report (daily, weekly, monthly); and ensure safety, security and health of vehicle and drivers.

Knowledge:

- Company system procedure
- Job routing and scheduling
- Towing and Road Site Assistance operation
- Jabatan Pengangkutan Jalan (JPJ) rule and regulation
- Towing and Road Site Assistance safety measures
- Customer billing procedure
- Vehicle driver fitness requirements
- Operation improvement procedure
- Tools and equipment for Towing and Road Site Assistance

Skills:

- Interpret company system procedure
- Prepare job routine and scheduling
- Enforce Towing and Road Site Assistance safety measures
- Execute customer billing to finance department/ customer
- Check and compile transportation report
- Explaint statutory and regulartory requirement to customer.
- Coordinate customer service requirement
- Enforce all vehicle fleet meet requirement of all regulatory bodies

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure

- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Haulage Management Operation

JOB TITLE   : Haulage Management Coordinator

LEVEL   : 3

RESPONSIBILITIES:

The Haulage Management Coordinator is responsible to follow company SOP; ensure operation staff have a clear goal and objective; ensure all vehicles in good order and operating condition; coordinate all transport requirement and schedule maintenance; perform custom requirement and procedure; attend to customer complain/ queries/ demands; supervise drivers and maintain delivery schedule and track delivery to ensure delivery are carry out; update and provide tracking information to customers; report any driver issues such as discipline, accident, safety concern and regulatory requirement; report any damage goods, late or loss deliveries etc; and prepare transportation report (daily, weekly, monthly)

Knowledge:

- Company haulage operation
- Haulage job scheduling
- Product type and goods for shipment
- Transporter tracking system
- Vehicle inspection and maintenance system
- Customer goods and location
- Transporter road and routing
- Jabatan Pengangkutan Jalan (JPJ) rule and regulations

Skills:

- Deliver department goal and objective to driver
- Confirm vehicles in good order and operating condition
- Determine transport requirement and schedule maintenance
- Perform custom requirement and procedure
- Attend to customer complain/ queries/ demands
- Supervise drivers and maintain delivery schedule
- Update and provide tracking information to customers
- Prepare transportation report (daily, weekly, monthly)

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure

- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Haulage Management Operation

JOB TITLE   : Haulage Management Executive

LEVEL   : 4

RESPONSIBILITIES:

The Haulage Management Executive is responsible to interpret company SOP and action plan; train staff in transportation requirement policies and procedures; manage budget, approve schedule and routes; enforce all vehicle fleet meet requirement of all regulatory bodies; ensure goods are delivered in time and improve customer satisfaction; manage customer billing and coordinate with finance; develop and using awareness of best practice in health and safety for the workplace; check and compile transportation report (daily, weekly, monthly); and ensure safety, security and health of vehicle and drivers.

Knowledge:

- Company haulage operation
- Haulage job scheduling requirement
- Product type and goods handling safety
- Transporter tracking system and requirements
- Vehicle inspection and maintenance system requirements
- Customer goods, location and standard charges
- Alternative transporter road and routing
- Jabatan Pengangkutan Jalan (JPJ) rule and regulations

Skills:

- Interpret company system procedure and objective
- Enforce all vehicle fleet meet requirement of all regulatory bodies
- Plan drivers and maintain delivery schedule
- Coordinate customer billing and coordinate with finance department
- Solve customer complain/ queries/ demands
- Plan transport requirement and schedule maintenance
- Update and provide tracking information to customer
- Verify transportation report (daily, weekly, monthly)
- Explaint statutory and regulatory requirement to customer

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard

- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Support Activities for Water Transportation (Towage)**

JOB TITLE : **Able Bodies Seaman**

LEVEL : **3**

RESPONSIBILITIES:

The Able Bodies Seaman is responsible to supervises, coordinates, coaches and evaluates all non-officer deck personal - Able Seaman, Ordinary Seaman positions, receive maintenance order from superior (Mate), plan maintenance order, distribute maintenance work to subordinate, monitor preparation and maintenance work, perform maintenance work (painting, chipping, greasing, cleaning, housekeeping), perform watchkeeping duties (at sea and port), cargo operation, perform mooring and unmooring, perform anchoring, perform berthing and unberthing, perform in the launch and recovery of tenders, lifeboats and rescue boats.

Knowledge:

- Towage requirement and operation
- Towage safety operations
- Deck schedule maintenance and activities
- First Aid requirement and practices
- Voyage log requirements and procedures
- Safety Certificates and documentation
- Vessel structural requirements and features

Skills:

- Identify Rig towing and Mooring lines
- Perform mooring and unmooring jobs
- Perform anchoring for vessel
- Check and verify deck maintenance activities
- Perform emergency assisstence – using first aid equipment
- Surface swimmer
- Handle lifeboats and rescue boats

Attributes (Attitude/Safety/Environmental):

- Possess strong motivational and a team player
- Possess strong interpersonal skills with good attention to details
- Ability to reliable, responsible, and dependable, and fulfilling obligations

- Ability to think creative and alternative thinking to develop new ideas for and answers to work-related problems
- Ability to work under pressure and strong team player
- Adhere to safety regulations and environmental regulations
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Support Activities for Water Transportation (Towage)

JOB TITLE   : Tug Master

LEVEL   : 5

RESPONSIBILITIES:

The Tug Master is responsible to determine course and towing speed on basis of specialised knowledge of local winds, weather, tides and current, check navigation devices, such as radar, sonic depth finder, compass and sextant and other aids to navigation, such as lighthouses and buoys, perform general maintenance work, supervise ship movements in ports, supervise workers on deck to rig towlines, supervise the steering of the tugboat, to push or pull vessels to destination and to berth and un-berth ships, avoiding reefs, outlying shoals, and other hazards to shipping and assist in giving instruction to tugboat

Knowledge:
- Voyage log requirements and procedures
- Towing requirement and procedure
- Tug boat capability and capacity
- First Aid assisstence requirement and procedure
- Safety Certificates and documentation
- Port weather conditions
- Vessel size and maximum load
- Nagivation device and operations
- Port capability and capacity
- Vessel structural requirements and features
- Certificates and Documentation Knowledge

Skills:
- Determine course and towing speed
- Interpret local winds, weather, tides and current
- Operate navigation devices, such as radar, sonic depth finder, compass etc
- Interpret sign from lighthouses and buoys
- Plan general maintenance work
- Determine tugboat for operation
- Perform emergency assisstence – using first aid equipment
- Decide the tugboat movement - to push or pull the vessels
- Determine vessel/ship movements in ports

Attributes (Attitude/Safety/Environmental):

- Possess strong interpersonal skills with good attention to details
- Possess high commitment and have a boundless enthusiasm
- Possess good judgment and decision making
- Ability to work under pressure and strong team player
- Adhere to safety regulations
- Adhere to environmental regulations
- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   **: Support Activities for Water Transportation (Mooring)**

JOB TITLE   **: Boat Crew**

LEVEL   **: 2**

RESPONSIBILITIES:

The boat crew is responsible to identify rig towing and mooring lines, utilise first aid equipment, act as the surface swimmer, assist in operating damage control equipment.

Knowledge:

- Mooring procedure
- Vessel towing procedure
- First Aid requirement and method
- Voyage log procedures
- Surface swimmer method
- Deck operation
- Tugboat operaton

Skills:

- Identify Rig towing and Mooring lines
- Perform emergency assisstence – using first aid equipment
- Surface swimmer for operation
- Operate damage control equipment

Attributes (Attitude/Safety/Environmental):

- Poses boundless enthusiasm
- Poses high credibility, loyalty and better adaptability
- Good team Player and communication skill
- Good Imaginative skill towards creativity
- Very independent and corporative
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   **: Support Activities for Water Transportation (Mooring)**

JOB TITLE   **: Mooring Gang**

LEVEL   **: 2**

RESPONSIBILITIES:

The Mooring Gang is responsible to steer the boat or any type of transportation used in or on the water safely and smoothly, perform watch keeping duties on the bridge and steers the ship applying the helm orders given by watchkeeping officer, carry out routine maintenance checks on the engine and weed-hatch as laid down in the ship, operate fire equipment and ship's rescue boats, assist in checking and responding to the information shown on the instrument panel on the boat and assist the bridge officers in ship's navigation, maintenance of nautical charts and maps

Knowledge:

- Mooring procedure
- Steering tugboat method
- Vessel towing procedure
- Tugboat operation
- Deck surrounding structure/ obstacle
- Ships engine maintenance procedure
- Nautical charts and maps maintenance

Skills:

- Identify Rig towing and Mooring lines
- Steer tugboat movement
- Evaluate surrounding structure/ obstacle
- Perform engine routine maintenance
- Interpret nauticle charts and map
- Interpret information shown on the instrument panel.

Attributes (Attitude/Safety/Environmental):

- Poses high credibility, loyalty and better adaptability
- Good team Player and communication skill
- Good Imaginative skill towards creativity
- Very independent and corporative
- Adhere to safety and environmental regulations

- Ability to adapt with workplace environment
- Ability to work under pressure
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Support Activities for Water Transportation (Consolidation & Distribution(C&D))**

JOB TITLE : **C&D Assistant**

LEVEL : **2**

RESPONSIBILITIES:

The Consolidation and Distribution (C & D) Assistant is responsible to identify the types of cargo and goods carried on a ship; identify cargo consignment volume; identify equipment capacity; identify transportation type; locate consignee/shipper cargo; record cargo inventory; carry out cargo compatibility confirmation; carry out transportation from origin to destination; execute warehouse area or space segregation at the port; assist in preparing import/export documentation to determine cargo contents; assist in scheduling equipment suitability; ensure warehouse area/space compatibility; and ensure transportation urgency, capacity and compatibility.

Knowledge:

- Ships departure origin port
- Type and size of goods
- Ships size and capacity
- Cargo and goods handling procedure
- Warehousing booking procedure
- Cargo and goods documentation requirements
- Land transport requirements

Skills:

- Identify the types of cargo and goods carried on a ship
- Identify cargo consignment volume
- Determine equipment capability and capacity
- Determine transportation type
- Record cargo inventory
- Carry out cargo compatibility confirmation
- Determine warehouse area/space compatibility

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making

- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operations of Air Terminal Facilities (Aviation Security (AVSEC))**

JOB TITLE : **Operations/ Admin Assistant**

LEVEL : **2**

RESPONSIBILITIES:

The Operations/ Admin Assistant is responsible to understand a variety of Aviation Security (AVSEC) operation for access control and emergency response at airport; apply consistent procedures between internal and external agencies, perform security equipment checks, record and report all equipment faults to superior, patrol and surveillance around the airport area, provide summary of documents, receipts and supporting documents to finance department; provides Log book for revenue handover collection process to finance division.

Knowledge:

- Aviation Security operation
- Airport safety procedure
- Internal and external agencies related to airport security
- Airport safety equipment and function
- Airport security pass issuance procedure
- Patrol and surveillance area/ zone
- Log book revenue collection

Skills:

- Apply Aviation Security operation
- Communicate effectively with internal and external agencies
- Perform airport security equipment checks
- Monitor authorized person and vehicles are allowed to enter Free Commercial Zone (FCZ).
- Carry out patrol and surveillance around the airport area
- Collect daily revenues
- Update Log book for revenue handover collection process
- Prepare daily AVSEC revenue report

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard

- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operations of Air Terminal Facilities (Aviation Security (AVSEC))**

JOB TITLE : **Operations Officer/ Senior Operations Officer**

LEVEL : 3

RESPONSIBILITIES:

The Operations Officer/ Senior Operations Officer is responsible to understand a variety of Aviation Security operation at airport and applying consistently with established procedures; perform as a shift leader; ensure security equipment and the facilities are adequate; ensure the issuance of security daily pass towards visitor; patrolling and surveillance around the airport area; carry out inspection and spot check at duty checkpoint; carry out risk assessment; ensure high level of performance / discipline amongst all AVSEC personnel under his/her supervision and maintain close relationship with relevant government departments / agencies at airport,

Knowledge:

- Aviation Security operation
- Airport safety procedure
- Internal and external agencies related to airport security
- Airport safety equipment and function
- Airport security pass issuance procedure
- Patrol and surveillance procedure at airport area/ zone

Skills:

- Interpret Aviation Security operation
- Apply security action at airport area
- Perform as AVSEC shift leader
- Verify security equipment and the facilities are adequancy
- Arrange patrolling and surveillance around the airport area
- Carry out risk assessment at airport area
- Educate AVSEC personnel under his/her supervision to reach high level of performance / discipline

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities

- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Operations of Air Terminal Facilities (Information Technology Division (ITD))

JOB TITLE   : Technical Officer

LEVEL   : 3

RESPONSIBILITIES:

The Technical Officer is responsible to understand a variety of Information Technology to support airport operation and applying tasks consistently with established procedures for smooth operation. She/ he also to perform as a shift leader for all ITD personnel; ensure the manpower on ITD shift adequate to fullill the operational requirements; plan for necessary IT equipment maintenance & trouble shooting and maintain close relationship and coordination with relevant departments in the company.

Knowledge:

- Airport – air terminal operation
- Airport terminal Information Technology (IT) system
- IT hardware and system operation/ maintenance
- IT support system
- Security of IT system
- IT hardware and software problem-solving method
- System networking

Skills:

- Test run IT hardware and software
- Perform IT equipment maintenance
- Troubleshoot IT hardware and software
- Update relevant IT software
- Customer oriented skills
- Install and update relevant software

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills

- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Operations of Air Terminal Facilities (Information Technology Division (ITD))

JOB TITLE   : Executive

LEVEL   : 4

RESPONSIBILITIES:

The Executive is responsible to verify the requirement of Information Technology to support airport operation and plan for applying tasks consistently with established procedures for smooth operation. She/ he also arrange ITD personnel for working in shift operation; plan for manpower arrangemenr on ITD shift adequate to fullill the operational requirements; plan for necessary IT equipment maintenance and do necessaty equipment analysis for improvememt and maintain close relationship and coordination with relevant departments in the company and government agencies..

Knowledge:

- Airport – air terminal operation
- Airport terminal Information Technology (IT) system
- IT system, software and hardware update
- IT hardware and system operation
- IT support system
- Security and legalation of IT system
- IT hardware and software problem-solving process
- System networking and security control

Skills:

- Test run and monitor IT hardware and software
- Perform IT equipment maintenance analysis
- Plan IT hardware and software corrective and preventive action
- Update and evaluate relevant IT software
- Interface and system networking
- Customer oriented skills

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities

- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Operations of Air Terminal Facilities (Baggage Handling System)**

JOB TITLE : **Technical Executive**

LEVEL : **4**

RESPONSIBILITIES:

The Technical Executive is responsible to adhere and enforce the operation and maintenance of Baggage Handling System (BHS); abide Company's policies and procedures, guidelines, local/international regulations and legislations, quality management system (QMS), EMS, OHSAS, Green Globe 21 and any other certifications; provide information on the assigned airport systems and facilities; develop staff competency and skill; keep abreast of new technology; handling effectively and timely during any system crisis and emergency situation; supervise the project and contract management and provide technical and financial data & inputs for continuous improvement action.

Knowledge:

- Baggage Handling System (BHS) operation and maintenance
- Company's policies, procedures, eg on BHS maintenance
- Company QMS and certification
- Airport systems and facilities information requirements
- Company budget preparation requirement and procedure
- BHS technology update
- Special project management procedure
- Handling of system crisis and emergency situation

Skills:

- Plan for BHS maintenance activity
- Interpret Company's policies, procedures
- Interpret Company's QMS and certification
- Provide Airport systems and facilities information requirements
- Arrange staff competency and skill development and assessment
- Evaluate BHS technology update
- Handle system crisis and emergency situation
- Propose company's budget
- Handle project and contract management.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment

- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : **Operations of Air Terminal Facilities (Transportation – Track Transit System)**

JOB TITLE   : **Technical Executive**

LEVEL   : **4**

RESPONSIBILITIES:

The Technical Executive is responsible to plan, execute and supervise the daily works and preventive maintenance for Track Transit System (TTS) carried out by technician; assess and review the planned preventive maintenance and repairs works for improvements; coordinate with the Operation Executive on the equipment maintenance planning, manage and supervising of the career development program of the Track Transit System unit as well as developing technically competent personnel; provide technical advice on the TTS operation; consolidate and analyse system failures and suggest actions to improve the TTS system performance.

Knowledge:

- Track Transit System (TTS) operation and maintenance
- Company's policies, procedures
- Company QMS and certification
- Equipment maintenance and improvements
- Airport systems and facilities requirements
- Company budget preparation requirement and procedure
- TTS technology/ system update
- Handling of system crisis and emergency situation

Skills:

- Plan for TTS maintenance activity
- Interpret Company's policies, procedures, eg on TTS maintenance
- Analyse TTS maintenance record for improvememt
- Interpret Company's QMS and certification
- Provide Airport systems and facilities information requirements
- Arrange staff competency and skill development and assessment
- Evaluate TTS technology update
- Handle system crisis and emergency situation

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure

- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : ATC Activities (Area Radar/ Surveillance)

JOB TITLE   : Radar/Procedure Man

LEVEL   : 3

RESPONSIBILITIES:

The Radar/Procedure Man is responsible to perform surveillance activities in accordance with established rules; plan air traffic movement quickly and efficiently without compromising safety; determine the time slot for the aircraft movement; set-up, inspect and operate communications and radar equipment and perform radar map video compatibility checks.

Knowledge:

- Airport surveillance activities requirement
- Surveillance zone/ area
- Air traffic rule and regulatuions
- Communications and radar equipment system
- Airport capability and capacity
- Local statutory and regulatory requirements
- Compatability check requirement and method

Skills:

- Perform area radar surveillance activities
- Plan air traffic movement quickly and efficiently
- Determine the time slot for the aircraft movement.
- Set-up and operate communications and radar equipment.
- Inspect and test communications and radar equipment.
- Perform radar map video compatibility checks.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making

- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : ATC Activities (Area Radar/ Surveillance)

JOB TITLE   : Airspace/ Area Manager

LEVEL   : 5

RESPONSIBILITIES:

The Airspace/ Area Manager is responsible to manage the air traffic control service system works and operates in order in accordance with the department's standards and practices and the International Civil Aviation Organisation ICAO; coordinate the air traffic control coordination, aircraft emergency procedures, aircraft movement area operating in efficient and effective manner; coordinate related activities to air traffic control services / facilities and communications & navigation equipment are in good condition; manage the preparation and updating of regulations regarding air navigation services as well as air navigation regulatory procedures; coordinate the implementation of Safety programs related to air traffic services; lead the investigations of air traffic incidents; implement and declare precautionary services when needed; and coordinate the search and rescue services as provided in the existing regulations as needed.

Knowledge:

- Air traffic control rule and regulation
- ICAO procedure and requirements
- Air traffic control coordination procedure
- Company operation and objective
- Airport communications & navigation equipment/ facilities
- Airport/ aircraft emergency procedures
- Air traffic service safety awareness program
- Air traffic incidents investigations procedure
- Air traffic search and rescue services procedure

Skills:

- Manage the air traffic control service system works and operates
- Interpret ICOA standard and regulations
- Coordinate the air traffic control coordination excersize
- Arrange air traffic control services / facilities communications & navigation equipment maintenance
- Updating of regulations regarding air navigation regulatory procedures.
- Lead/ coordinate the implementation of Safety programs related to air traffic services.
- Lead the investigations of air traffic incidents.
- Implement and declare precautionary services when needed.
- Coordinate the search and rescue services

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : ATC Activities (Area Procedure)

JOB TITLE : Radar/Procedure Man

LEVEL : 3

RESPONSIBILITIES:

The Radar/Procedure Man is responsible to implement an air traffic control service in its sector by providing authorization, directive, advice and information to aircraft or flight attendants; inform Air Traffic Control (ATC) clearance and Standard Instrument Departure (SID)s to aircraft seeking to depart; input the permissions and instructions into the electronic data and flight progress strip; disseminate weather information to aircraft in its sector; coordinate all aircraft movements with foreign parties and related agencies; and update flight and weather information for Terminal Control Airspace.

Knowledge:

- Air traffic control (ATC) procedure
- Area/ sector radar operation
- ICAO requirements
- Aircraft flight schedule and origin
- Electronic data and strip flight information
- Zone/ sector weather condition
- Aircraft flight safety clearance
- Air traffic service safety program
- Airport communications & navigation equipment/ facilities

Skills:

- Perform an air traffic control service to aircraft or flight attendants
- Determine ATC Clearance and SIDs to aircraft seeking to depart
- Disseminate weather information to aircraft in its sector
- Coordinate all aircraft movements with foreign parties and related agencies
- Update flight and weather information for Terminal Control Airspace.
- Input the permissions and instructions into the electronic data and flight progress strip.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure

- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : ATC Activities (Area Procedure)

JOB TITLE   : Airspace Manager

LEVEL   : 5

RESPONSIBILITIES:

The Airspace Manager is responsible to manage the air traffic control service system works and operates in order in accordance with the department's standards and practices and the ICAO; coordinate the air traffic control coordination, aircraft emergency procedures, aircraft movement area operating in efficient and effective manner; coordinate related activities to air traffic control services / facilities and communications & navigation equipment are in good condition; manage the preparation and updating of regulations regarding air navigation services as well as air navigation regulatory procedures; coordinate the implementation of Safety programs related to air traffic services; lead the investigations of air traffic incidents; implement and declare precautionary services when needed; and coordinate the search and rescue services as provided in the existing regulations as needed.

Knowledge:

- Air traffic control (ATC) rule and regulation
- ICAO procedure and requirements
- Airspace sector/ country
- Air traffic control coordination procedure
- Company operation and objective
- Airspace communications & navigation equipment/ facilities
- Airport/ aircraft emergency procedures
- Air traffic service safety awareness program
- Air traffic incidents investigations procedure

Skills:

- Manage the air space control service system works and operates
- Interpret ICOA standard and regulations
- Interpret airspace sector/ country
- Coordinate the air traffic/ space control coordination excersize
- Arrange air traffic control services / facilities communications & navigation equipment maintenance
- Updating of regulations regarding air navigation/ air space regulatory procedures.
- Lead/ coordinate the implementation of Safety programs related to air traffic services.
- Implement and declare precautionary services when needed.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : ATC Activities (Approach Radar/ Surveillance)

JOB TITLE   : Radar Man

LEVEL   : 3

RESPONSIBILITIES:

The Radar Man is responsible to perform surveillance activities in accordance with established rules; plan air traffic movement quickly and efficiently without compromising safety; determine the time slot for the aircraft; set-up, inspect and operate communications and radar equipment; and perform radar map video compatibility checks.

Knowledge:

- Airport surveillance activities requirement
- Surveillance zone/ area
- Air traffic rule and regulatuions
- Communications and radar equipment system
- Airport capability and capacity
- Local statutory and regulatory requirements
- Compatability check requirement and method

Skills:

- Perform area radar surveillance activities
- Plan air traffic movement quickly and efficiently
- Determine the time slot for the aircraft movement.
- Set-up and operate communications and radar equipment.
- Inspect and test communications and radar equipment.
- Perform radar map video compatibility checks.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Adhere to safety regulations, production quality standard
- Alert on production abnormalities
- Concern on environmental issues
- Customer orientation skills
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates

- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Leadership skills and self-Development skills
- Meticulous in evaluate parts data
- Report writing and presentation skills
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : ATC Activities (Approach Radar/ Surveillance)

JOB TITLE   : Airspace Supervisor

LEVEL   : 4

RESPONSIBILITIES:

The Airspace Supervisor is responsible to perform surveillance actiivities in accordance with established rules; plan and monitor air traffic movements quickly and efficiently without compromising safety; determine and comfirm the time slot for the aircraft; set-up, inspect and operate communications and radar equipment; confirm radar map video compatibility checks; and conduct practical and oral examinations on coaches.

Knowledge:

- Air traffic control (ATC) rule and regulation
- ICAO procedure and requirements
- Airspace sector/ zone
- Air traffic control coordination method
- Airspace communications & navigation equipment/ facilities
- Airport/ aircraft emergency procedures
- Air traffic service safety awareness program
- Air traffic incidents investigations step

Skills:

- Coordinate the air space control service system works and operates
- Determine airspace sector/ zone
- Coordinate the air traffic/ space control coordination excersize
- Arrange air traffic control services / facilities communications & navigation equipment maintenance
- Disseminate of regulations regarding air navigation/ air space regulatory
- Coordinate the implementation of Safety programs related to air traffic services.
- Implement precautionary services when needed.
- Confirm radar map video compatibility checks.
- Conduct practical and oral examinations on coaches.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : ATC Activities (Approach Radar/ Surveillance)

JOB TITLE : Airspace Manager

LEVEL : 5

RESPONSIBILITIES:

The Airspace Manager is responsible to manage the air traffic control service system works and operates in order in accordance with the department's standards and practices and the ICAO; coordinate the air traffic control coordination, aircraft emergency procedures, aircraft movement area operating in efficient and effective manner; coordinate related activities to air traffic control services / facilities and communications & navigation equipment are in good condition; manage the preparation and updating of regulations regarding air navigation services as well as air navigation regulatory procedures; coordinate the implementation of Safety programs related to air traffic services; lead the investigations of air traffic incidents; implement and declare precautionary services when needed; and coordinate the search and rescue services as provided in the existing regulations as needed.

Knowledge:

- Air traffic control (ATC) rule and regulation
- ICAO procedure and requirements
- Airspace sector/ country
- Air traffic control coordination procedure
- Company operation and objective
- Airspace communications & navigation equipment/ facilities
- Airport/ aircraft emergency procedures
- Air traffic service safety awareness program
- Air traffic incidents investigations procedure

Skills:

- Manage the air space control service system works and operates
- Interpret ICOA standard and regulations
- Interpret airspace sector/ country
- Coordinate the air traffic/ space control coordination excersize
- Arrange air traffic control services / facilities communications & navigation equipment maintenance
- Updating of regulations regarding air navigation/ air space regulatory procedures.
- Lead/ coordinate the implementation of Safety programs related to air traffic services.
- Implement and declare precautionary services when needed.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : ATC Activities (Aerodrome)

JOB TITLE : Aerodrome Officer

LEVEL : 3

RESPONSIBILITIES:

The Aerodrome Officer is responsible to plan for ensuring the safety and smoothness of the landing and departure phases; provide air traffic control instructions to the aircraft; provide weather information and keep up to date with changing weather conditions to the aircraft; perform a search and rescue step; control the operation of approach lights and runaway lights; and communicate with the nearest Air Traffic Control Centre / Unit for nearby air traffic information.

Knowledge:

- Aircraft departure and landing schedule
- Air traffic rule and regulatuions
- Communications and radar equipment system
- Airport weather condition
- Operation of approach lights and runaway lights.
- Airport capability and capacity
- Nearest Air Traffic Control Centre / Unit for nearby

Skills:

- Perform direction for aircraft landing and departure phases.
- Provide air traffic control instructions to the aircraft.
- Control the operation of approach lights and runaway lights.
- Communicate with the nearest Air Traffic Control Centre / Unit for nearby
- Determine the time slot for the aircraft movement.
- Perform search and rescue step.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 52

AREA   : ATC Activities (Aerodrome)

JOB TITLE   : Airport Manager

LEVEL   : 5

RESPONSIBILITIES:

The Airport Manager is responsible to manage building maintenance contracts as well as maintenance of air traffic control equipment / equipment; planning the organization's annual work including the maintenance of the ATC system; plan the implementation of activities and to update the procedures in accordance with ICAO resolutions; lead the designing of safety matters, requirements and the maintenance of equipment; and plan for all air traffic control operations including Apron Control and Automatic Identification System (AIS) operations.

Knowledge:

- Airport buiding design and construction
- Heating, Ventilation and Air Condition (HVAC), Electrical and Piping layout
- Local Statutory and Regularoty requirement
- ICAO procedure and requirements
- Apron Control procedure
- AIS system operation
- Air traffic control coordination procedure
- Airport communications & navigation equipment/ facilities
- Airport/ safety and emergency procedures

Skills:

- Interpret airport buiding design and construction
- Manage Heating, Ventilation and Air Condition (HVAC) maintenance
- Arrange electrical power calibration
- Interpret ICOA standard and regulations
- Arrange Apron control procedure and excersize
- Interpret AIS system procedure
- Arrange air traffic control services / facilities communications & navigation equipment maintenance
- Lead/ coordinate the implementation of Safety programs related to air port services.
- Implement and declare precautionary services when needed.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment

- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 52

AREA   : ATC Activities (Approach Procedure)

JOB TITLE   : Airport Manager

LEVEL   : 5

RESPONSIBILITIES:

The Airport Manager is responsible to lead complex Air Traffic Control operations on aircraft landing and departure; plan the training program to staff, including the Annex training to be conducted; monitor standards and competencies of each air traffic control officer; coordinate the drafting and writing procedures related to airport operations; lead search and rescue services and assistance to airlines in need; and coordinate Chain Of Command is positioned as chief of operations in its shifts.

Knowledge:

- Airport Traffic control system
- Airport operation procedure
- International Civil Aviation Organization (ICAO) procedure and requirements
- Air traffic control coordination procedure
- Air traffic incidents investigations procedure
- Airport/ aircraft emergency procedures
- Airport/ safety and emergency procedures
- Local Statutory and Regularoty requirement
- Airport communications & navigation equipment/ facilities

Skills:

- Lead complex Air Traffic Control operations on aircraft landing and departure
- Interpret ICAO procedure and requirements
- Plan the training program to staff, including the Annex training
- Enforce implementation of standards and competencies of each air traffic control officer.
- Verify/ approve the drafting and writing procedures related to airport operations.
- Lead search and rescue services and assistance to airlines in need.
- Coordinate Chain Of Command is positioned as chief of operations in its shifts.
- Lead/ coordinate the implementation of Safety programs related to air port services.
- Implement and declare precautionary services when needed.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure

- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : **Ground Service Activities On Airfields – Airports (Airside Operations)**

JOB TITLE   : **Operations Officer/ Senior Operations Officer**

LEVEL   : **3**

RESPONSIBILITIES:

The Operations Officer/ Senior Operations Officer is responsible to perform facilities inspection; handle necessary communication and coordination with relevant section; distribute bulletins for circulation; arrange Trunk radio and distribution; checking Sweepers vehicle in good order and maintenance activity; checking Apron free from Foreign Object and Debris (FOD)

Knowledge:

- Airport- Airside equipment/ facilities list and location
- Communication equipment list
- Equipment maintenance system
- Bulletins and information circulation and receiver
- Trunk radio location and safe keeping procedure
- Sweeper equipment function and operation
- Type of FOD and risk to aircraft

Skills:

- Determine Airport- Airside equipment/ facilities
- Perform communication and coordination with relevant section
- Arrange/ perform equipment maintenance activities
- Handle/ operate Trunk radio
- Operate and check Sweeper equipment
- Elaborate type of FOD and effect to aircraft

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Detail in performing part inspection
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Ground Service Activities On Airfields – Airports (Engineering – Airfield Ground Lighting)

JOB TITLE   : Technical Officer

LEVEL   : 3

RESPONSIBILITIES:

The Technical Officer is responsible to responsible for any electrical fitting at the airport; carry out repair and maintenance job related to voltage electrical installation and testing; supervise on minor electrical maintenance; assist technician during inspection and repair of underground cable (pit); carry out wiring inspection at the runway lighting facilities; carry out preventive maintenance inspection for Airfield Ground Lighting (AGL); High Tension (HT) and Low Voltage (LV) systems; and supervise the project and contract management.

Knowledge:

- Airport electrical fitting and system
- Airport electrical maintenance system
- Suruhanjaya Tenaga (ST) rule and regulation
- Electrical minor and major maintenance
- Underground cable maintenance safety procedure
- AGL preventive maintenance system
- Runway wiring inspection method

Skills:

- Carry out repair and maintenance to voltage electrical installation
- Arrange electrical installation testing.
- Enforce safety measure during inspection and repair of underground cable (pit).
- Carry out wiring inspection at the runway lighting facilities.
- Arramge maintenance inspection for AGL; HT and LV systems.
- Supervise the project and contract management – electrical related
- Supervise electrical maintenance activities

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Ground Service Activities On Airfields – Airports (Engineering – Airport Pavement)**

JOB TITLE : **Technical Officer**

LEVEL : **3**

RESPONSIBILITIES:

The Technical Officer is responsible to convey related information to related section) in shift/ normal working hour; assist an executive on planning daily activity , monitoring and improvement of related & control system PPM activities; support mechanical team in any surface condition on Apron, Taxiway or Runway; participation on the special projects; trouble shooting during any system crisis and emergency; supervise project pavement and contract management; maintain technical data and inputs; performs other related tasks and duties as assigned; verification of works at site; carry out inspections on maintenance works of Airport pavements area and responding immediately to facilities breakdowns

Knowledge:

- Engineering department – Airport Pavement daily activity
- Engineering department – job scheduling
- Apron, Taxiway or Runway specification
- Airport pavement inspection item and criteria
- Project implementation and supervision
- Pavement technical record and data
- Trouble shooting method

Skills:

- Updating technical issue to related department
- Preparing job schedule
- Interpret Apron, Taxiway or Runway specification
- Check and evaluate Apron, Taxiway or Runway surface condition
- Perform verification tasks at site activities – maintenance works
- Maintain and update pavement technical data

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Fire Fighting And Fire-Prevention Services At Airports (Operation – AFRS)**

JOB TITLE : **Fireman**

LEVEL : **2**

RESPONSIBILITIES:

The Fireman is responsible to force entry of aircraft and premises for firefighting and rescue operations, carries and uses charged lines; participate in a continuous training programme by attending lectures, exercises, practice drill sessions and other forms of training to maintain fitness and competence levels; participate in aircraft crash practices, building evacuation drills, fire drills and other exercise; perform special services other than his core function and other supplementary duties relevant to the service; conduct daily maintenance, cleaning and upkeep of fire vehicles and rescue and firefighting equipment/facilities at the fire station; conduct daily inspection as per checklist to ensure all facilities/equipment; assist and conduct fire prevention inspections and tests; and provide coverage in absence of other personnel in order to meet the Airport Fire and Rescue Service (AFRS) minimum manning requirement

Knowledge:

- Airport building construction, escape access and floor plan
- Aircraft body construction and escape door
- Force entry procedure and safety measures
- Firefighting and rescue procedure and safety measures
- Building evacuation procedure
- Fire engine and fire equipment maintenance procedure
- Fire drill requirement and method
- Fire prevention inspection and testing procedure

Skills:

- Interpret airport building construction, escape access and floor plan
- Interpret aircraft body construction and escape door
- Practice force entry procedure and safety measures
- Practice building evacuation process
- Perform fire engine and fire equipment maintenance
- Perform fire drill requirement and method
- Carry out fire prevention inspection and testing activity

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment

- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : **Fire Fighting And Fire-Prevention Services At Airports (Operation – AFRS)**

JOB TITLE : Fire Officer

LEVEL : 3

RESPONSIBILITIES:

The Fire Officer is responsible to assist the commanding officer in ensuring adequate manpower and resources to implement effective rescue and firefighting at the airport, lead the aircraft rescue and firefighting operation in the area, adjacent to the aircraft, lead the rescue and firefighting operation at structural fires and other incidents at the airport, assists the commanding officer in planning, organizing, directing and controlling inter-shift activities to ensure performance and compliance to standard operating procedures and regulatory concerns, assists the commanding officer in planning, organizing, directing and controlling personnel, resources and operations of the rescue and firefighting team, confer with the topography of the airport and adjacent areas, keep the team informed of latest development pertaining to policies, regulations, requirements, knowledge and set of skills necessary, assist the commanding officer in ensuring that the AFRS Rating Standard Programme are performed, and prepare and submits reports/records/information to the commanding officer

Knowledge:

- Firefighting and rescue procedure and safety measures
- Aircraft rescue and firefighting operation procedure
- Firefighting and rescue standard operating procedures and regulatory requirements
- Firefighting and rescue operation planning
- Airport building construction, escape access and floor plan
- Building evacuation procedure
- Aircraft body construction and escape door

Skills:

- Plan adequate manpower and resources for rescue and firefighting at the airport
- Lead the aircraft rescue and firefighting operation
- Lead the rescue and firefighting operation at structural fires
- Planning of firefighting and rescue operation
- Interpret airport building construction, escape access and floor plan
- Practice building evacuation procedure
- Prepare and submit reports/ records/ information to the commanding officer

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Forwarding of Freight (Import)

JOB TITLE   : Operation Assistant

LEVEL   : 2

RESPONSIBILITIES:

The Operation Assistant is responsible to follow company Standard Operating Procedure (SOP); collect inbound document from terminal operator (air, sea, rail and road); transfer cargo from terminal operator to *Gudang Berlesen Ajen* (GBA) warehouse for air and sea shipment; pay terminal charges and other miscellanies charges to terminal operator (air and sea); key in data for inbound cargo (air, sea, rail and road); declare custom Form 1/ K1 through Electronic Data Interchange (EDI)/ *Sistem Maklumat Kastam* (SMK); and prepare delivery document

Knowledge:

- Data entry process
- Import shipment documentation
- Transfer cargo procedure
- EDI/SMK procedure/ system
- Inbound shipment requirement
- EDI/SMK training/ competency requirements

Skills:

- Collect inbound document from terminal operator (air, sea, rail and road)
- Arrange transfer cargo from terminal operator to *Gudang Berlesen Ajen* (GBA)
- Perform payment terminal charges and other miscellanies charges
- Key in data for inbound cargo (air, sea, rail and road)
- Declare custom Form 1/ K1 through electronic data Interchange (EDI)/ *Sistem Maklumat Kastam* (SMK)
- Prepare delivery document/ report

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : Forwarding of Freight (Import)

JOB TITLE : Operation Supervisor

LEVEL : 3

RESPONSIBILITIES:

The Operation Supervisor is responsible to enforce adherences to company SOP; ensure operation staff have a clear goal and objective; liase with customer to confirm inbound shipment/ Homogenise system (HS) code/commodity as per purchase order. Pay inbound charges and custom duties and sales tax (if any); check and verify custom Form 1 declaration; transmit custom Form 1 declaration through Electronic Data Interchange (EDI)/ *Sistem Maklumat Kastam* (SMK); check online EDI/SMK for custom approval; perform custom clearance and examination for dutiable cargo and pay custom duty through Electronic Fund Transfer (EFT) system; perform custom clearance for non-dutiable cargo and custom direct release; print Custom Official Receipt (COR) online; compile and hand over related document for billing purposes; arrange and coordinate transportation for delivery; and prepare inbound operation report (daily, weekly, monthly).

Knowledge:

- EDI/SMK/EFT system and operation
- HS code identification
- Company system procedure and SOP
- Inbound charges rate and payment method
- Form 1 custom declaration format
- Custom clearance for non-dutiable procedure
- Inbound operation report (daily, weekly, monthly).

Skills:

- Perform confirmation on inbound shipment/ Homogenise system (HS)
- Check and verify custom Form 1 declaration
- Transmit custom Form 1 declaration through EDI/SMK
- Check/ confirm online EDI/SMK for custom approval
- Perform custom clearance and examination for dutiable cargo
- Print custom official receipt (COR) online
- Compile and hand over related document for billing purposes
- Arrange and coordinate transportation for delivery
- Pay custom duty through Electronic Fund Transfer (EFT) system
- Verify inbound operation report (daily, weekly, monthly)

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Ability to work under pressure
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Forwarding of Freight (Import)

JOB TITLE   : Operation Executive

LEVEL   : 4

RESPONSIBILITIES:

The Operation Executive is responsible to interpret SOP and action plan; monitor Custom clearance process; coordinate and provide feedback to customer on custom clearance; liase with customs to update regulatory requirement, policies and procedure; liase with airlines/shipping line/ terminal operators/ rail operator/ transport service provider/ border authorities; compile and prepare monthly inbound operation report; develop and implement awareness of best practice in health and safety for the workplace

Knowledge:

- EDI/SMK/EFT custom procedure
- HS code identification procedure
- Custom regulatory requirement, policies and procedure
- Airlines/shipping line/ terminal operators/ rail operator/ transport service provider
- Border authorities agency
- Company system procedure and SOP
- Inbound charges rate and payment method
- Custom clearance for non-dutiable procedure
- Inbound operation report (daily, weekly, monthly).

Skills:

- Interpret EDI/SMK/EFT custom procedure
- Interpret HS code identification procedure
- Determine custom regulatory requirement, policies and procedure
- Determine border authorities agency
- Interpret company system procedure and SOP
- Carry out custom clearance for non-dutiable procedure
- Verify inbound operation report (daily, weekly, monthly).

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Forwarding of Freight (Export)

JOB TITLE   : Operation Assistant

LEVEL   : 2

RESPONSIBILITIES:

The Operation Assistant is responsible to follow company SOP; unloading outbound cargo from transporter; weigh, measure and label outbound ship cargo; submit outbound cargo; and pay terminal charges and other miscellanies charges to terminal operator (air and sea)

Knowledge:

- Data entry process
- Export shipment documentation
- Transfer cargo procedure
- EDI/SMK procedure/ system
- Inbound shipment requirement
- Cargo payment process
- Cargo weighing process
- EDI/SMK training/ competency requirements

Skills:

- Unloading outbound cargo from transporter
- Weigh, measure and label outbound ship cargo
- Perform payment terminal charges and other miscellanies charges
- Key in data for inbound cargo (air, sea, rail and road)
- Submit outbound cargo
- Prepare delivery document/ report

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP   : 522

AREA   : Forwarding of Freight (Export)

JOB TITLE   : Operation Supervisor

LEVEL   : 3

RESPONSIBILITIES:

The Operation Supervisor is responsible to enforce adherences to company SOP; ensure operation staff have a clear goal and objective; liase with customer to confirm shipment/ Homogenise system (HS) code/commodity as per purchase order, pay outbound charges and excise (if any); booking and confirm cargo space; declare custom Form 2 through EDI/SMK; transmit custom Form 2 declaration through EDI/SMK; perform custom clearance and examination for dutiable cargo and pay custom excise duty through Electronic Fund Transfer (EFT) system (if any); print Custom Official Receipt (COR) online; track and trace export shipment status; compile and hand over related document for billing purposes; and prepare operation report (daily, weekly, monthly)

Knowledge:

- EDI/SMK/EFT system and operation
- HS code identification
- Company system procedure and SOP
- Outbond charges rate and payment method
- Form 2 custom declaration format
- Custom clearance for non-dutiable procedure
- Outbound operation report (daily, weekly, monthly).

Skills:

- Perform confirmation on outbond shipment/ Homogenise system (HS)
- Check and verify custom Form 2 declaration
- Transmit custom Form 2 declaration through EDI/SMK
- Check/ confirm online EDI/SMK for custom approval
- Perform custom clearance and examination for dutiable cargo
- Print custom official receipt (COR) online
- Compile and hand over related document for billing purposes
- Arrange and coordinate transportation for delivery
- Pay custom duty through Electronic Fund Transfer (EFT)
- Verify inbound operation report (daily, weekly, monthly)

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA : Forwarding of Freight (Export)

JOB TITLE : Operation Executive

LEVEL : 4

RESPONSIBILITIES:

The Operation Executive is responsible to interpret company's procedure and SOP and action plan; monitor cargo submission; coordinate and provide feedback to customer on outbound cargo status; liase with Customs/Other Government Agencies (OGA) to update regulatory requirement, policies and procedure; liase with airlines/shipping line/ terminal operators/ rail operator/ transport service provider/ border authorities; compile and prepare monthly inbound operation report; and develop and impliment awareness of best practice in health and safety for the workplace.

Knowledge:

- EDI/SMK/EFT custom procedure
- HS code identification procedure
- Outbond cargo tracking status
- Customs/Other Government Agencies (OGA) regulatory requirement, policies and procedure
- Airlines/shipping line/ terminal operators/ rail operator/ transport service provider
- Border authorities agency
- Company system procedure and SOP

Skills:

- Interpret EDI/SMK/EFT custom procedure
- Interpret HS code identification procedure
- Operate outbond cargo tracking status
- Determine custom regulatory requirement, policies and procedure
- Determine airlines/shipping line/ terminal operators/ rail operator/ transport service provider
- Determine border authorities agency
- Interpret company system procedure and SOP
- Carry out custom clearance for non-dutiable procedure
- Verify outbond operation report (daily, weekly, monthly).

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Knowledgeable and professionalism in work
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : **Forwarding of Freight (Value Added Activities)**

JOB TITLE   : **Operation Executive**

LEVEL   : **4**

RESPONSIBILITIES:

The Operation Executive is responsible to execute and implement cargo operation through collaboration with internal and external stakeholders; supervise and monitor the activities of ground crew in the loading, unloading, securing and staging of cargo; monitor the distribution of cargo in such manner that space used is maximised; ensure appropriate standard of safety and security of all cargo types of all cargo staff adhere to the policies and procedures; conduct and review risk assessment process on all SOP and working practices; prepare report for accident investigation, reporting and statistical analysis; develop, motivate and coach subordinate to develop capabilities among staff; and identify gaps in the requisite competencies.

Knowledge:

- Cargo operation procedure and SOP
- Ground crew cargo operation (loading/ unloading)
- Cargo space arrangement procedure and safety measurs
- Cargo type and handling procedure
- Compamy quality system procedure and SOP
- Reporting and statistical analysis method
- Crisis management handling procedure

Skills:

- Plan and implement cargo operation
- Collaborate with cargo internal and external stakeholders
- Interpret ground crew cargo operation (loading/ unloading)
- Confirm securing and staging of cargo
- Conduct and review risk assessment process of working practices
- Intepret and enforce cargo type and handling procedure
- Prepare report for accident investigation, reporting and statistical analysis.
- Enforce compliance to safety and security according to policies and procedures

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Other Support Activities (Brokerage for ship)

JOB TITLE   : Shipping Executive

LEVEL   : 4

RESPONSIBILITIES:

The Shipping Executive is responsible to enforce safety rules and regulations; plan work assignments and equipment allocations; direct workers in transportation or related services; review orders, production schedules, blueprints, or shipping or receiving notices; inspect or test materials, stock, vehicles, equipment, or facilities; monitor field work; dispatch personnel and vehicles in response to telephone or radio reports of emergencies; plan and establish transportation routes; maintain or verify operation records; interpret transportation or tariff regulations, shipping orders, safety regulations; prepare, compile and submit reports on work activities, operations; perform or schedule repairs or preventive maintenance of vehicles or other equipment and arrange training to new workers.

Knowledge:

- Plan work assignment and equipment allocation
- Ships brokerage procedure
- Shipping or receiving notice method
- Ships type, capacity and destination
- Planning for transportation route
- Transportation or tariff regulation, shipping order etc
- Planing inspection of test materials, stocks, equipment etc
- Preventine maintenance for vehicles and equipments

Skills:

- Plan work assignments and equipment allocations
- Interpret transportation or tariff regulations, shipping orders and safety regulations
- Direct workers in transportation or related services
- Review orders or shipping or receiving notices to determine work sequences
- Verify tasks, eg pumping, moving, storing or loading/ unloading of materials
- Plan for inspection of test materials, stocks, equipment etc
- Plan and establish transportation routes.
- Perform or schedule repairs or preventive maintenance of vehicles or other equipment.

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details

MSIC GROUP : 522

AREA   : Other Support Activities (Brokerage for ship)

JOB TITLE   : Shipping Manager

LEVEL   : 5

RESPONSIBILITIES:

The Shipping Manager is responsible to plan, organize, or manage the work of subordinate staff; direct activities related to dispatching, routing, or tracking transportation vehicles - such as aircraft or railroad cars; monitor operations to ensure that staff members comply with administrative policies and procedures, safety rules, union contracts, environmental policies or government regulations; serve as contact persons for all workers within assigned territories; implement schedule or policy changes for transportation services; monitor spending to ensure that expenses are consistent with approved budgets; promote safe work activities by conducting safety audits; prepare management recommendations, such as proposed fee and tariff increases or schedule changes; direct investigations to verify and resolve customer or shipper complaints; and direct or coordinate the activities of operations department to obtain use of equipment, facilities, or human resources.

Knowledge:

- Company system procedure, objective and SOP
- Dispatching, routing or tracking transportation vehicles procedure
- Monitoring company's operation method/ approach
- Government, statutory and regulatory regulations
- Transportation services policy and procedure
- Company's budgeting and expenses
- Investigation approach and mechanism

Skills:

- Plan and manage the work of subordinate
- Direct activities related to dispatching, routing, or tracking transportation vehicles
- Enforce operations to ensure that staff members comply with administrative policies and procedures
- Implement schedule or policy changes for transportation services.
- Monitor spending to ensure that expenses are consistent with approved budgets
- Promote safe work activities by conducting safety audits
- Prepare management recommendations on proposed fee and tariff increases or schedule changes
- Direct investigations to verify and resolve customer or shipper complaints

Attributes (Attitude/Safety/Environmental):

- Ability to adapt with workplace environment
- Firm in decision making
- Good communication with subordinates
- High level of commitment and strong team player
- Strong interpersonal skills with good attention to details