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# OCCUPATIONAL STRUCTURE

## *Integrated Logistic Services Industry*





**OCCUPATIONAL STRUCTURE FOR  
INTEGRATED LOGISTIC SERVICES INDUSTRY**



**Department of Skills Development  
Ministry of Human Resources, Malaysia**

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## **EXECUTIVE SUMMARY**

Integrated Logistics Services sector is expanding well in the service sector and it has gained the government's attention to support its development. The services sector is a major contributor to the growth of the Malaysian economy. The sector assumes an important intermediary role of supporting businesses and trade in all sectors of the economy and the sector has generated the largest number of employment opportunities. Apart from the products and services offered, the service industry is really dependent on the people's quality and skills in ensuring the success of the industry.

Recognizing the importance of skilled human resource, the Department of Skills Development, Ministry of Human Resource, Malaysia has requested an Occupational Analysis to be carried out on the Integrated Logistics Services sector to evaluate the requirement of skilled manpower in this sector. In conducting the Occupational Analysis on the Integrated Logistics Services sector, the information was gathered through literature search, interviews with the industry experts and players from the industry. A workshop was held in an attempt to get better understanding on the sub sector structure, job titles and hierarchy and the activities of the said sub sector. The occupational analysis conducted on the Integrated Logistics Services sector has led the team to identify 8 job areas under 2 main sub sectors. These job areas cover 106 job titles identified in this sector. The hierarchy of each job title is identified and their definition is well defined by the panels.

Lack of skilled workers is identified as one of the factors affecting the Integrated Logistics Services sector, especially skilled workers at middle level and below. Thus, efforts and necessary actions need to be taken to rectify this situation. Efforts to conduct occupational analysis in this sector followed by the development of National Occupational Skills Standard by the Department of Skills Development are considered timely and critical to overcome this situation.

### **National Occupational Skill Standard (NOSS)**

Definition:- A NOSS is defined as a specification of the competencies expected of a skill worker who is gainfully employed in Malaysia for an occupational area and level.

# Concept and Structure of Malaysian Skill Certification System

## Type of Skill Certification

**SKM Level 5 – Management Level**  
(Diploma/Advance Diploma Technology)

‘Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources feature strongly, as do personal accountabilities for analysis and diagnosis, design, planning, execution and evaluation.’

**SKM Level 4 - Supervisory Level**  
(Diploma/Diploma Technology)

‘Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.’

**SKM Level 3 - Supervisory Level**  
(Malaysian Skill Certificate)

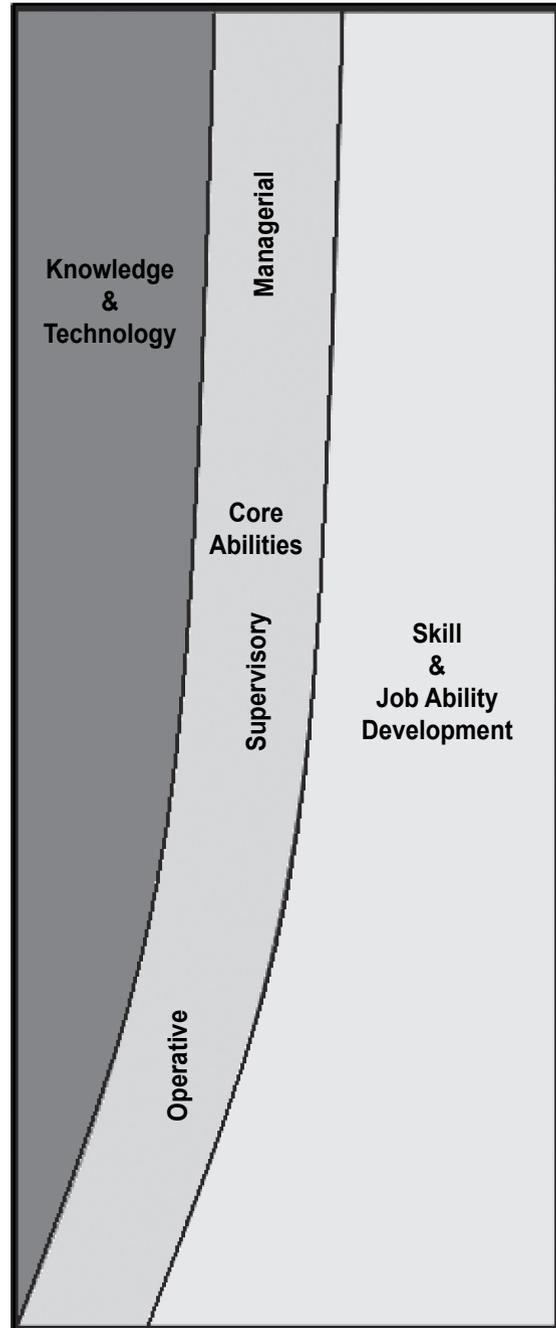
‘Competent in performing a broad range of varied work activities, performed in a variety of context, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.’

**SKM Level 2 - Operation and Production Level**  
(Malaysian Skill Certificate)

‘Competent in performing a significant range of varied work activities, performed in a variety of context. Some of the activities are non-routine and required individual responsibility and autonomy.’

**SKM Level 1 - Operation and Production Level**  
(Malaysian Skill Certificate)

‘Competent in performing a range of varied work activities, most of which are routine and predictable.’



## UNITED KINGDOM QUALIFICATION FRAMEWORK

Framework Level	Level Indicators
<b>Entry</b>	Entry level qualifications recognise basic knowledge and skills and the ability to apply learning in everyday situations under direct guidance or supervision. Learning at this level involves building basic knowledge and skills and is not geared towards specific occupations.
<b>1</b>	Level 1 qualifications recognise basic knowledge and skills and the ability to apply learning with guidance or supervision. Learning at this level is about activities which mostly relate to everyday situations and may be linked to job competence.
<b>2</b>	Level 2 qualifications recognise the ability to gain a good knowledge and understanding of a subject area of work or study and to perform varied tasks with some guidance or supervisions. Learning at this level involves building knowledge and/or skills in relation to an area of work or a subject area and is appropriate for many job roles.
<b>3</b>	Level 3 qualifications recognise the ability to gain and where relevant apply a range of knowledge, skills and understanding. Learning at this level involves obtaining detailed knowledge and skills. It is appropriate for people wishing to go to university, people working independently or in some areas supervising and training others in their field of work.
<b>4</b>	Level 4 qualifications recognise specialist learning and involve detailed analysis of high level of information and knowledge in an area of work or study. Learning at this level is appropriate for people working in technical and professional jobs, and/or managing and developing others. Level 4 qualifications are at a level equivalent to Certificates of Higher Education.
<b>5</b>	Level 5 qualifications recognise the ability to increase the depth of knowledge and understanding of an area of work or study to enable the formulation of solutions and response to complex problems and situations. Learning at this level involves the demonstration of high levels of knowledge, a high level of work expertise in job roles and competence in managing and training others. Qualifications at this level are appropriate for people working as higher grade technicians, professionals or managers. Level 5 qualifications are at a level equivalent to intermediate higher education qualifications such as Diplomas of Higher Education, Foundation and other degrees that do not typically provide access to post graduate programmes.

Framework Level	Level Indicators
6	Level 6 qualifications recognise a specialist high level knowledge of an area of work or study to enable the use of an individual's own ideas and research in response to complex problems and situations. Learning at this level involves the achievement of a high level of professional knowledge and is appropriate for people working as knowledge-based professionals or in professional management positions. Level 6 qualifications are at a level equivalent to Bachelors degrees with honours, graduate certificates and graduates diplomas.
7	Level 7 qualifications recognise highly developed and complex levels of knowledge which enable the development of in-depth and original responses to complicated and unpredictable problems and situations. Learning at this level involves the demonstration of high level specialist professional knowledge and is appropriate for senior professionals and managers. Level 7 qualifications are at a level equivalent to Masters degrees, post graduate certificates and postgraduate diplomas.
8	Level 8 qualifications recognise leading experts or practitioners in a particular field. Learning at this level involves the development of new and creative approaches that extend or redefine existing knowledge or professional practice.

Figure 2.2: Proposed Competencies and Skill Qualification Certification

# **INTEGRATED LOGISTIC INDUSTRY IN MALAYSIA**

## **OVERVIEW OF INTEGRATED LOGISTIC INDUSTRY IN MALAYSIA**

In Malaysia, the logistics industry covers four main modes of transportation i.e. sea, land, air and rail. The industry is important as it is now treated as a strategic industry by itself rather than being viewed as a supportive industry, as in the past. It is noted that, globally, the logistics industry, valued at around US\$320 billion a year, is growing at an annual rate of 3 to 10 per cent. In Malaysia, the industry is pivotal to enhance the country's industrialization and international trade. Currently, the Malaysian logistics industry comprises largely of single specialised service providers such as freight forwarders, transport companies and warehousing companies. It is estimated that, presently, there are about 22,000 companies in the overall logistics industry in Malaysia.

Presently, the Malaysian logistics industry comprises largely of single specialized service providers such as:

- freight forwarders
- transport companies
- warehousing companies

In view of the need to encourage local logistics services providers to assume a bigger role in providing integrated logistics services, the Government has introduced the ILS incentive in 2002 to encourage logistics service providers to consolidate or integrate their activities and become Third Party Logistics Service Providers (3PLs). As at 31 December 2007, a total of 20 companies have been granted the Integrated Logistics Services (ILS) incentives and investment by these companies amounted to RM4.1 billion. Four of the companies are undertaking new projects and 16 are undertaking expansion of their existing operations. In 2007 alone, 8 ILS companies were granted the incentives in projects with investments of RM1.3 billion and creating 1,157 new jobs.

## **STATUS OF INTEGRATED LOGISTICS SERVICES IN MALAYSIA**

To-date, a total of 13 integrated logistics services (ILS) companies have been granted the Integrated Logistics Services incentive with total investment proposed totaling RM725.4 million. Under the IMP3, six strategic thrusts have been identified to promote the development of the logistics industry, namely:

1. Creating an efficient and competitive logistics industry to support Malaysia's industrialization efforts.
2. Developing the industry, in particular, the various transport modes, to operate in a competitive international environment.
3. Improving the capacity and capability of the industry to enhance its participation in the global supply chain.
4. Intensifying the application of new information and communications technology.
5. Ensuring an adequate supply of competent workforce.
6. Strengthening the institutional support through inter-ministry and agency coordination in the planning, implementation and monitoring of policies and measures affecting the industry.

In addition various measures have been outlined in the IMP3 to enhance the development of the logistics industry which include:

- strengthening the capacities and capabilities of the service providers and adoption of new practices by the Malaysian international trading community;
- support by Government-linked companies;
- assistance programmes for shipping operators;
- increasing the national shipping capacity;
- establishing an accreditation body;
- enhancing the international logistics links to and from Sabah and Sarawak;
- developing multi-modal transport modes;
- developing national transport corridors;
- adopting a suitable info-structure and promoting interactive solutions that can effectively reduce face-to-face transactions;
- streamlining rules and regulations;
- establishing the Malaysian Logistics Council (MLC).

The Malaysian Logistics Council (MLC), chaired by Deputy Minister of Ministry of International Trade and Industry (MITI) is a working council and will focus on the growth and development of the logistics sector, through 4 focus groups, representing:

- maritime transport services;
- land transport services;
- air transport services; and
- ancillary logistics and supply chain management.

The setting up of the MLC involves a strategic partnership with the private sector, in directing Malaysia's development in the logistics sector. The MLC provides a structured platform for the private sector to work with government agencies to address challenges facing the industry as the industry gears itself towards global competitiveness. The private sector needs to assume a lead role in the MLC and its sub-groups. The MLC membership includes leading industry figures, academicians and technocrats whose inputs and expertise are expected to contribute significantly to the development of the sector.

The MLC is also expected to be results-oriented and steer Malaysia towards a fully integrated logistics supply chain network by ensuring the implementation of the measures recommended in the IMP3 for the development of the logistics industry; and by recommending measures for the improvement of policies, procedures and regulations, in areas which currently impede the growth of the logistics industry. There are challenges facing the logistics industry, such as the need to ensure that the service providers subscribe to industry practices such as "just-in-time" and to point deliveries, which demand accurate and timely deliveries.

There is also the need for the integration of the various transport modes, with service providers, so as to provide seamless connection and also to ensure there is the utilization of latest technology to achieve quick turnaround by automated tracking of consignments and deliveries, as well as developing electronics infrastructure. The best of standards and practices must also be adopted into the industry apart from enhancing professionalism and the image of logistics providers. The service providers must also leverage on on-going liberalisation initiatives in the various bilateral, regional and multilateral fora and build up Malaysia's national and global logistics network.

Certainly the logistics sector is becoming increasingly globalised with foreign investment on the uptrend for cargo carriers and global integrators. These global integrators have substantial investment in capacity planning and forecasting, as well as establishing air cargo and port hubs, warehouses, distribution centers and offices. Malaysia must be a part of these global integrators. Cross-holdings and alliances will allow us to have a foothold in these businesses. It is important not to just have a domestic presence but also to have strong presence in the regional and global markets.

## **THE MALAYSIAN LOGISTICS INDUSTRY AS A CRUCIAL COMPONENT OF NATIONAL COMPETITIVENESS**

Logistics has emerged from merely a supporting activity that facilitates trade to a crucial sector by which the nation's competitiveness is measured. Such is its strategic value today that businesses and foreign investors make decisions to enter into a country based on the adequacy and efficiency of its logistics industry. Part of the success of Malaysia as one of the 20 top trading nations in the world is its ability to offer comprehensive, reliable and cost competitive logistics services to manufacturers and shippers. The logistics industry has been thrust to assume a prominent role as a strategic tool used by companies to gain competitive advantage. This is seen in the manner logistics activities has become a concern of Chief Executives and Managing Directors of many companies. Logistics is no longer a matter within the jurisdiction of their logistics managers.

The example of Wal-Mart, the American retail giant, stands testimony to the importance and strategic value of logistics and supply chain management to companies. Wal-Mart is the biggest retailer in the world but does not produce a single item of the many goods it sells in its stores worldwide. Such is the importance of logistics to the company that it appears to be a retailer by accident. The success of Wal-Mart can be largely attributed to its effective management of its supply chain to source goods from all over the world at the most competitive prices in order to stay on top of its game. In a world where business processes have become highly integrated, logistics has become so embedded in the supply chain of businesses that it can no longer be viewed in isolation from other processes. It is therefore essential for the Malaysian companies to focus more on supply chain management and for the local logistics industry to strive to achieve better integration with the international supply chains.

There are many trends in business, trade and transport sectors that have shaped the way companies think and approach logistics. Among the notable ones include the intensive use of E-commerce and IT; growing demand for speed, efficiency, safety and lower cost in delivering goods; increasing need to meet demand from markets farther; growing volume and variety of goods being delivered; and a marked shift from 'port-to-port' delivery of goods to 'door-to-door' delivery using a combination of transport modes. Malaysian logistics industry players would do well to stay abreast of these trends in order to capitalize on the business opportunities arising there from and align their business strategies accordingly to avoid being overwhelmed by the impacts of these trends.

A key trend is manufacturers outsourcing the production of parts and components worldwide to lower the cost of their production and doing business towards achieving cost competitiveness and to attain economies of scale. For giant companies with branches, plants and business partners worldwide, the importance of managing their supply chain well to meet the demand for goods and materials from their consumers around the worldwide is extremely crucial to attain competitive advantage. The phenomenon of companies outsourcing their production activities has led to the outsourcing of logistics activities. Many multinationals, such as in the automobile, electronics and electrical industries, have outsourced their logistics activities to specialist service providers to enable the companies to focus on their core business.

The essence of logistics is to help move the goods along the supply chain from the producers to the consumers with speed and efficiency and at competitive cost. Hence, it makes perfect sense that companies 'contract out' the more specialized and complex logistics services to logistics companies to handle and worry about so the companies can focus on becoming better at their core business and gain competitive advantage over their rivals. Companies are getting obsessed with keeping low inventories and shortening their product life cycle to reduce the cost of storage, as underlined by production concepts such as just-in-time and zero-inventory. The combination of these developments and trends has consequently given rise to the need for more sophisticated management of the supply chains of companies. This is a challenging task that requires an equally sophisticated approach towards logistics and the backing of an array of logistics services.

The Malaysian Government acknowledges the importance of the logistics industry to support its international trade which is crucial to its economic growth. The setting up of the Malaysian Logistics Council to drive and promote

further growth of the industry underscores its support to this crucial sector. The establishment of the council, a high powered body under the Third Industrial Master Plan (IMP3) to act as a focal point for the overall policies, strategies and regulations of the logistics industry augurs well with the objective of making Malaysia a logistics hub to complement its growing trade and excellent trade infrastructures. The creation of logistics clusters in major economic regions in the country could provide a catalyst to spur further growth in the logistics industry. Such clusters will attract logistics players to amass at one place and will spur the development of a critical mass of industry players that can provide high value-added and comprehensive logistics services to businesses.

To this end, the proposal to create the Southern Industrial and Logistics Cluster as one of the components of the Iskandar Development Region (IDR) in Johor is a step in the right direction. IDR will generate a host of economic activities that will require a broad-based logistics services to facilitate. Logistics players located in SILC should be in a good position to leverage on the economic boom in the corridor and the cluster should further boost the development of logistics activities in the southern region. Malaysian logistics players have done well to handle RM1.1097 trillion worth of trade and 15.3 million Twenty-Foot Equivalent Units (TEU) of national container throughput in 2007. However, much more needs to be done before Malaysia can be known as a regional logistics hub in the league of major logistics centers such as Singapore and Hong Kong.

There are several issues that need to be resolved before the country can fully realize its aspiration to become a logistics hub in the region. Despite having good transport infrastructures which include excellent ports, airports and highways, Malaysia still has a lot to do to provide the 'software' to move up the value chain in the logistics sector. For example, it needs to strengthen the linkages and integration among its transport networks and to work at promoting and facilitating 'door-to-door' delivery of goods as espoused by the multimodal transport concept. The local logistics industry also needs to develop skilled and trained manpower to enable them serve higher-end clients by introducing new services and bringing innovative solutions.

The small domestic market and globalized nature of the industry call for local companies to spread their wings abroad in order to grow, but the lack of emphasis on service excellence and a limited range of logistics services will curtail their growth and confine them to operate only within the nation's borders. To this end, it is important that industry players pay equal attention to investing in human resource development as they do capacity expansion. To attract the

best minds and skilled talents, the level of professionalism in the industry must be enhanced. In today's knowledge-based economy, the focus should be on developing 'mental manpower' as much as 'muscle capital'.

### **STRATEGIC THRUSTS AND MEASURES FOR THE LOGISTICS INDUSTRY UNDER IMP3**

The role of the logistics industry has been recognised by the Government and the importance of the industry has been highlighted in the Third Industrial Master Plan (2006-2020) (IMP3) as it enhances Malaysia's progress in industrialisation and international trade. Targets for the logistics industry set by the IMP3 are as follows:

- overall growth of 8.6% during the plan period;
- contribution to GDP of 12.1% by 2020;
- to increase the volume of total marine cargo handled by more than three-fold, from 252.6 million tonnes in 2005 to 751 million tonnes in 2020;
- to increase the volume of air cargo trade by more than two-fold, from 1 million tonnes in 2005 to 2.4 million tonnes in 2020; and
- to increase the cargo volume handled by railway freight by more than four-fold, from 4 million tonnes in 2005 to 18.6 million tonnes in 2020.

In the IMP3, six strategic thrusts have been identified to promote the development of the logistics industry. They are:

- Creating an efficient and competitive logistics industry to support Malaysia's industrialisation efforts;
- Developing the industry, in particular transport modes, to operate in a competitive international environment;
- Improving the capacity and capability of the industry to enhance its participation in the global supply chain;
- Intensifying the application of new information and communications technology;
- Ensuring an adequate supply of competent workers; and

- Strengthening the institutional support through inter-ministry and agency coordination in the planning, implementation and monitoring of policies and measures affecting the industry.

In addition, various measures have been outlined in the IMP3 to enhance the development of the logistics industry and these include:

- Strengthening the capacities and capabilities of the service providers and the adoption of new practices by the Malaysian international trading community;
- Support by Government-linked companies;
- Assistance programmes for shipping operators;
- Increasing the national shipping capacity;
- Establishing an accreditation body;
- Enhancing the international logistics links to and from Sabah and Sarawak;
- Developing multi-modal transport modes;
- Developing national transport corridors;
- Adopting a suitable info-structure and promoting interactive solutions that can effectively reduce face-to-face transactions;
- Streamlining rules and regulations; and
- Establishing the Malaysian Logistics Council (MLC).

## **LIBERALISATION OF LOGISTICS SECTOR UNDER ASEAN**

Recognising the importance of logistics in facilitating business, ASEAN has embarked on a priority basis to enhance the integration of the logistic services sector. Specific measures and timelines for integration, liberalisation and facilitation of the logistics sector has been outlined in the ASEAN Roadmap for Integration of Logistics Sectors. These include:

- the coverage of logistics services for liberalisation;
- issues related to trade and customs facilitation;

- expanding the capability of ASEAN logistics service providers;
- human resources development; and
- enhancing multimodal transport infrastructure investment.

The logistics sector will be progressively liberalised by allowing ASEAN equity participation as follows:

- 49% by 2008;
- 51% by 2010; and
- 70% by 2013.

Nationally, initiatives on logistics are being made in tandem, where the Malaysia Logistics Council (MLC) has been established, to strengthen and promote logistics services in Malaysia. MITI is undertaking consultations with relevant ministries and the private sector to meet the liberalisation targets under ASEAN.

## **METHODOLOGY OF OCCUPATIONAL ANALYSIS IN INTEGRATED LOGISTIC INDUSTRY**

In conducting the occupational analysis, several brainstorming sessions were held primarily to strategize the Plan of Action in accordance with guidelines as presented by JPK in term of scope of study, time frame and representation by panel of logistic experts as stipulated in the letter of offer.

After several discussion and brainstorming sessions, a Plan of Action was formulated taking into consideration the activities and time frame required.

### **Literature search**

As outlined by the guidelines, a literature search on the Integrated Logistic was carried out to get some insight on the scope, policy, program, activities in the context of Malaysian scenarios and international challenges. The scope covered under this search includes definitions, current analysis of the sector/sub-sector, current status of the Integrated Logistic industry sector, skilled workers requirement in the local industry and the industrial demand at international level.

## **Identifying industry & public players**

The literature search findings were used as a guide to identify the scope of occupational study and analysis.

Based on the Malaysian Logistic Directory, players from Railways, Road Transport, International Logistic and Inventory Management sub-sector were identified and short listed for further communication and contact.

Besides site visit, more data and information were gathered from the key players of the related logistic sector at MIDA website and MIMA.

## **Established contact with the Logistic Industrial players**

A pool of logistic experts form the industry has been contacted. Some kind of working relationship has been established with these experts to get the information from them. During the development phases, information gathered were analyzed and clustered base on generic and specific occupational definition. Industry players were contacted such as;

- Konsortium Transnasional Berhad
- Chartered Institute of Logistics & Transport (CILT)
- City Liner
- KTMB Berhad
- RapidKL
- MISC Berhad
- AIROD

## **Information gathering and analysis**

The first brainstorming session was held on 22 June 2008 at Singahsana Hotel Petaling Jaya. A few sessions was conducted at the later stage to collect and analyse the information related to integrated logistic industries. A total of 15 experts in the field of Logistic Services attended the workshop. The objectives of the workshop are:

- Presentation of preliminary findings

- Outline of Job Title
- Career structure
- Hierarchy structure (Level 1–8)
  - Level 1 to level 6 ~ Established
  - Level 7 to level 8 ~ Not available yet
- Occupational Definition
- Occupational Analysis Session
- Validation of the findings

Based on the activities done as above, substantial data and information were collected. The data and information were discussed and analysed in several in-house workshop attended by selected key person or experts logistic industry player.

During this session, attempts to reframe the Integrated Logistic Industry and its sub-sector in Malaysia using the following chart:

- i. Scope of the Integrated Logistic sector and its sub-sector
- ii. Main job area
- iii. Job title
- iv. Hierarchy structure (Level 1–8)
- v. Occupational definition

## **FINDINGS**

Based on the Occupational Analysis carried out as outlined in the methodology, the findings of this study are as follows:

### **Job Title and Hierarchy**

In the Occupational Analysis conducted for Integrated Logistics Services sector, the job title and hierarchy are defined from the current practice in the industry. Details of Job Title and Hierarchy in Integrated Logistics Services sector are explained in *Annex 3 Job Titles and Hierarchy in Integrated Logistics Services Industry*.

## Occupational Definition

Each sub-sector in the Integrated Logistics Services is further refined by identifying and defining the job titles involved. Each job title is given an occupational definition as specified in *Annex 4 Occupational Definitions in Integrated Logistics Services Industry*.

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9. Konsortium Transnasional Berhad
10. Keretapi Tanah Melayu Berhad

*Annex 1*

List of Panel Expert for the  
Development of Occupational Analysis for  
Integrated Logistics Services



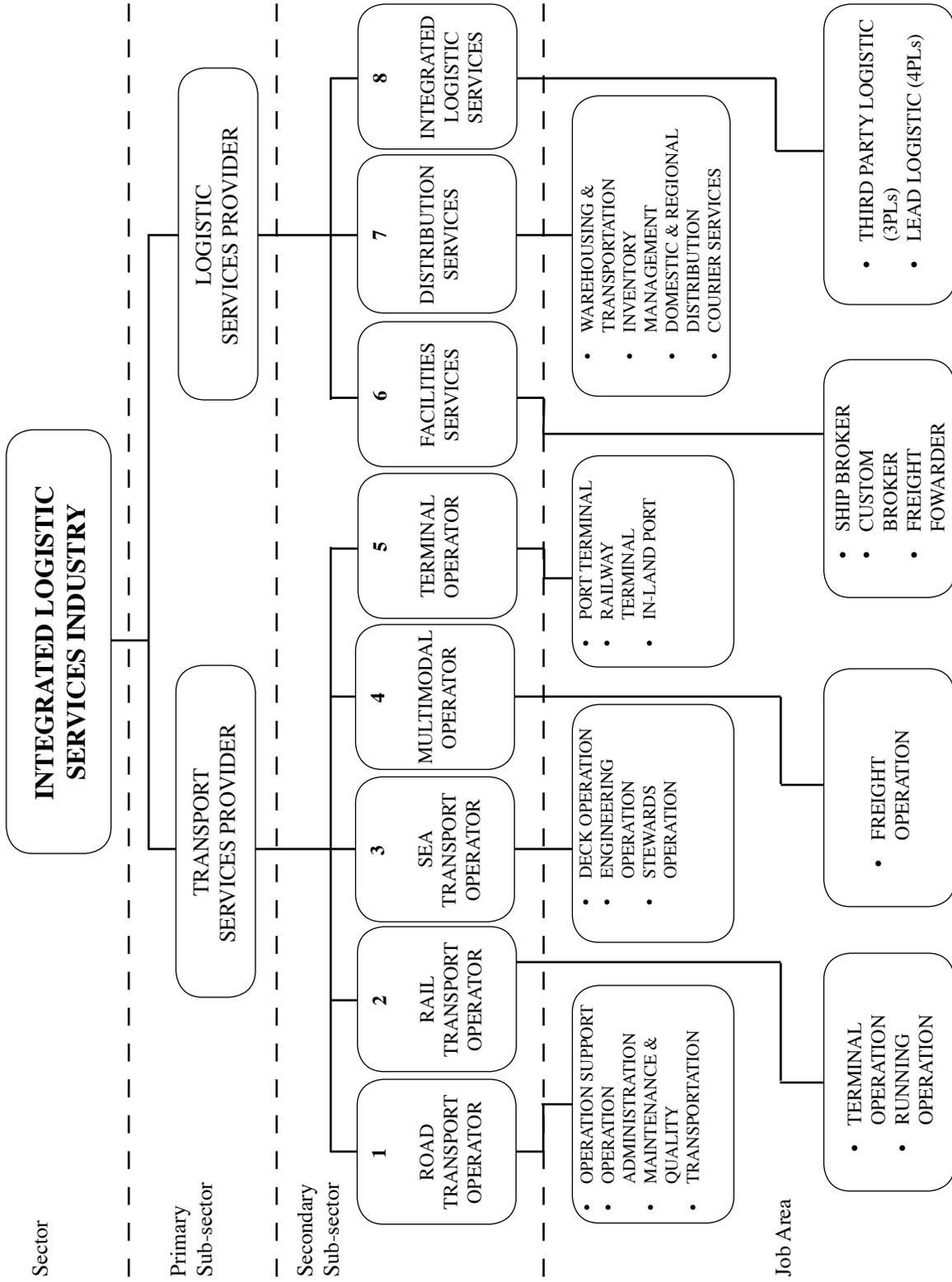
PANEL/INDUSTRIAL EXPERT

<b>No.</b>	<b>Name</b>	<b>Company</b>	<b>Designation</b>	<b>Specialization Area</b>
1	Tengku Ithmith bin Tengku Ilham	Konsortium Transnasional Berhad	Manager-System & Reporting	Road Transport
2	Azlan bin Abdul Jalil	Bridgestone Armstrong (M) Sdn. Bhd./CILT	Manager, CMILT	ILS, Distribution, MTO, Forwarding
3	Mohd Syazwan Solah	Malaysian Institute of Road Safety Research (MIROS)	Researcher/ Officer	Road Transport
4	Kamarul Izam Jalani	Onkyo Asia	Sr. Executive	Procurement, Supply-Chain & Logistic
5	Noor Sazlinawati binti Salihudin	MISC	Executive	Sea Transport, Logistic, Facilities
6	Mahadhir bin Ahmad Sanadi	Konsortium Transnasional Berhad	Operation Manager	Road Transport
7	Mohd Roslan bin Raman	City Liner	Operation Manager	Road Transport
8	Zulhaidi Mohd Jawi	Malaysian Institute of Road Safety Research (MIROS)	Officer	Road Transport
9	Zakaria Manaf	Airod	Executive	Aviation
10	Zainudin Elias	Budiman Dinamik	Manager	Human Resources
11	Hasnol Azahari Aman	KTMB	Executive	Rail Transport, Management & Training
12	Azhar Hamzah	Malaysian Institute of Road Safety Research (MIROS)	Executive	Road Transport

<b>No.</b>	<b>Name</b>	<b>Company</b>	<b>Designation</b>	<b>Specialization Area</b>
13	Zalaludin Slamet	Sapura Industri	Sr. Manager	Engineering, Supply-Chain
14	Othman Zakaria	Teck See Plastik	Operation Senior Manager	Supply-Chain, Warehousing, Forwarding
15	Zulfakar Arshad	Ingress Berhad	Executive	Production, Warehousing
16	Siti Sharifah Zahrah Sheikh Hussein	RapidKL	General Manager	Road & Rail Transport, Terminal
FACILITATOR/CO-FACILITATOR				
Abdul Hadi Che Wail				
Basharuddin Mohamad				

*Annex 2*  
**Industrial Chart for  
Integrated Logistics Services**







*Annex 3*  
Job Titles and Hierarchy in Integrated Logistics  
Services



**1) ROAD TRANSPORT SERVICES PROVIDER**

	<b>Operation Support</b>	<b>Operation Administration</b>	<b>Maintenance &amp; Quality</b>	<b>Transportation</b>
L8	<i>Not Available</i>			<i>Not Available</i>
L7	<i>Not Available</i>			<i>Not Available</i>
L6	<i>Not Available</i>			<i>Not Available</i>
L5	Fleet Operation Manager			<i>Not Available</i>
L4	Enforcement Senior Officer	Fleet Operation Senior Officer	Quality Assurance Senior Supervisor	<i>Not Available</i>
L3	Enforcement Officer	Administration Officer	Quality Assurance Supervisor	<i>Not Available</i>
L2	Enforcer	Administration Assistant	(P-030-2) Foreman	<i>Not Available</i>
L1	<i>Not Available</i>	Despatch	(P-030-1) Mechanic	(P-200-1) Commercial Vehicle Driver

## 2) RAIL TRANSPORT SERVICES PROVIDER

	Control Centre	Operation Support	Operation Administration	Maintenance & Quality
L8	<i>Not Available</i>			
L7	<i>Not Available</i>			
L6	Operation Senior Manager			
L5	<b>* Control Centre Manager</b>	<b>* Train Operation Manager</b>	Operation Control Manager	<b>* Locomotive And EMU Manager</b>
L4	<b>* Control Centre Executive</b>	<b>* Terminal Operation Executive</b>	<b>* Rules And Regulation Executive</b>	<b>* Locomotive And EMU Executive</b>
L3	<i>Not Available</i>	<b>* Station/Terminal Supervisor</b>		<b>* Running Supervisor</b>
L2	<i>Not Available</i>	<b>* Customer Service Assistant (CSA)</b>	<b>* Traffic Assistant</b>	<b>* Locomotive Driver</b>
L1	<i>Not Available</i>	Ticketing Clerk	<b>* OMC Clerk</b>	<b>* Locomotive Assistant</b>

### Notes:

- EMU: *Electric Multiple-Unit Car*
- OMC: *Office of Management Controls/Office of Carries*
- ( \* ): Referred to proposed critical job title
- Job title for *Control Centre Executive* min entry level is Diploma in Engineering (Mechanical or Electrical or Mechatronics or other equivalent qualifications)

### 3) SEA TRANSPORT SERVICES PROVIDER

	Deck Operation		Engineering Operation		
L8	<i>Not Available</i>				
L7	<i>Not Available</i>				
L6	Captain/Master/Master Mariner				
L5	Chief Officer/Chief Mate		Chief Engineer		
L4	First Officer/First Mate		Second Engineer/First Assistant Engineer		
L3	Second Officer/Second Mate		Third Engineer/Second Assistant Engineer		
L2	Third Officer/Third Mate		Fourth Engineer/Third Assistant Engineer		
L1	<i>* Able Seaman</i>	<i>* Ordinary Seaman</i>	<i>*Pumpman</i>	<i>* Oiler</i>	<i>* Wiper</i>

	Stewards Operation	Ground Office Operation		
L8	<i>Not Available</i>	<i>Not Available</i>		
L7	<i>Not Available</i>	<i>Not Available</i>		
L6	<i>Not Available</i>	<i>Not Available</i>		
L5	<i>Not Available</i>	Liner Operations Manager		
L4	Chief Steward	<i>* Liner Operations Executive</i>	<i>* Husbanding Executive</i>	<i>* Freight Executive</i>
L3	Chief Cook	Operation Junior Executive		
L2	Steward's Assistant	<i>Not Available</i>		
L1	<i>Not Available</i>	<i>Not Available</i>		

Notes:

- ( \* ): Referred to proposed critical job title

#### 4) MULTIMODAL TRANSPORT OPERATOR (MTO)

Freight Forwarding				
	Sea Freight	Air Freight	In-Land Freight	Rail Freight
L8	<i>Not Available</i>			
L7	<i>Not Available</i>			
L6	<i>Not Available</i>			
L5	MTO Freight Manager			
L4	MTO Freight Executive			
L3	<b>* MTO Freight Supervisor</b>			
L2	<b>* MTO Freight Senior Clerk</b>			
L1	<b>* MTO Despatch Clerk</b>			

Notes:

- ( \* ): Referred to proposed critical job title

## 5) TERMINAL OPERATION SERVICES PROVIDER

	Sea (Port) Terminal Operator	Air Terminal Operator	In-Land Port Terminal Operator	Railway Station Terminal Operator
L8	<i>Not Available</i>			
L7	<i>Not Available</i>			
L6	<i>Not Available</i>			
L5	Terminal Operation Manager			
L4	Terminal Operation Executive			
L3	<b>* Terminal Operation Supervisor</b>			
L2	<b>* Terminal Operation Coordinator</b>			
L1	<b>* Port Terminal Operation Operator</b>	<b>* Airport Terminal Operation Operator</b>	<b>* In-Land Port Terminal Operation Operator</b>	<b>* Railway Terminal Operation Operator</b>

Notes:

- ( \* ): Referred to proposed critical job title

## 6) FACILITIES SERVICES PROVIDER

Facilities Services			
	Ship Broker	Custom Broker	Freight Forwarder
L8	<i>Not Available</i>		
L7	<i>Not Available</i>		
L6	<i>Not Available</i>		
L5	Ship Broker Manager	Custom Broker Manager	Freight Manager
L4	Ship Broker Executive	Custom Broker Executive	Freight Executive
L3	<b>* Ship Broker Supervisor</b>	<b>* Custom Broker Supervisor</b>	<b>* Freight Supervisor</b>
L2	<b>* Ship Broker Coordinator</b>	<b>* Custom Broker Coordinator</b>	<b>* Freight Coordinator</b>
L1	<b>* Despatch Clerk</b>		

Notes:

- ( \* ): Referred to proposed critical job title

## 7) DISTRIBUTION SERVICES PROVIDER

Distribution Services				
	Warehousing & Transportation	Inventory Management	Domestic & Regional Distribution	Courier Services
L8	<i>Not Available</i>			
L7	<i>Not Available</i>			
L6	<i>Not Available</i>			
L5	Logistic Manager	Inventory Manager	Distribution Manager	Courier Service Manager
L4	Logistic Executive	Inventory Executive	Distribution Executive	Courier Service Executive
L3	<b>* Logistic Supervisor</b>	<b>* Inventory Supervisor</b>	<b>* Distribution Supervisor</b>	<b>* Courier Service Supervisor</b>
L2	<b>* Logistic Senior Clerk</b>	<b>* Inventory Senior Clerk</b>	<b>* Distribution Senior Clerk</b>	<b>* Despatch Senior Clerk</b>
L1	<b>* Material Handler</b>			

Notes:

- ( \* ): Referred to proposed critical job title

## 8) INTEGRATED LOGISTIC SERVICES PROVIDER

	Integrated Logistic	
	Third Party Logistic Provider (3PLs)	Lead Logistic Providers (Forth Parties Logistic Providers-4PLs)
L8	<i>Not Available</i>	
L7	<i>Not Available</i>	
L6	3PLs Operation Senior Manager	4PLs Operation Senior Manager
L5	3PLs Operation Manager	4PLs Operation Manager
L4	<b>* 3PLs Operation Executive</b>	<b>* 4PLs Operation Executive</b>
L3	<b>* 3PLs Operation Supervisor</b>	<b>* 4PLs Operation Supervisor</b>
L2	<b>* 3PLs Operation Coordinator</b>	<b>* 4PLs Operation Coordinator</b>
L1	<b>* Material Handler</b>	

Notes:

- ( \* ): Referred to proposed critical job title

*Annex 4*

# Occupational Definitions in Integrated Logistics Services

# *JOB TITLES*

(ROAD TRANSPORT SERVICES PROVIDER)

## *LEVEL 1*

**DESPATCH**

**MECHANIC**

**COMMERCIAL VEHICLE DRIVER**

## *LEVEL 2*

**ENFORCER**

**ADMINISTRATION ASSISTANT**

**FOREMAN**

## *LEVEL 3*

**ENFORCEMENT OFFICER**

**ADMINISTRATION OFFICER**

**QUALITY ASSURANCE SUPERVISOR**

## *LEVEL 4*

**ENFORCEMENT SENIOR OFFICER**

**FLEET OPERATION SENIOR OFFICER**

**QUALITY ASSURANCE SENIOR SUPERVISOR**

## *LEVEL 5*

**FLEET OPERATION MANAGER**

***LEVEL 6***  
**Not Available**

***LEVEL 7***  
**Not Available**

***LEVEL 8***  
**Not Available**

## **LEVEL 1**

### **DESPATCH**

A DESPATCH IS DESIGNATED TO ASSIST OPERATION DEPARTMENT IN CLERICAL DUTIES AND OTHER DELIVERY DUTIES AS STIPULATED IN COMPANY JOB DESCRIPTION.

A DESPATCH MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Collect and deliver document to clients.
2. Purchase stationery and others office materials.
3. Maintain cleanliness & send for maintenance all company vehicles.
4. Carry out duties as administration assistant personnel in filing and preparation of documentation.
5. Undertake filing duties as and when necessary.
6. Undertake department photocopying and printing process.
7. Carry out any necessary post duties, including opening and distribution of post, franking and despatch of post.
8. Carry out ordering paper supplies for the company photocopiers.
9. Carry out accurate reading of corporate copiers are taken and service recharges calculated.
10. Carry out the verification of documents received in the post and ensure the safe return of all original documents to customers.

# LEVEL 1

## MECHANIC

A MECHANIC IS DESIGNATED TO PERFORM MAINTENANCE AND REPAIR OF COMPANY VEHICLE WHICH IN LINE WITH MAINTENANCE AND SERVICE STANDARD AS STATED IN COMPANY POLICY.

A MECHANIC MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

### **In particular the person will:**

1. Perform maintenance and repair work on diesel-powered vehicles or equipment of a construction, industrial or general commercial nature such as vehicle, trucks, cranes, tractors, power shovels, hydraulic lifts, generators and similar items.
2. Perform maintenance and repairs that can be accomplished by cleaning, reinstalling or replacing worn or defective parts of components and systems.
3. Remove and replaces defective transmissions, selector rods, pumps, starters, bearings, valve bodies, bands, clutches, clutch discs and pressure pump and plates, etc. Reassembles, adjusts, tests, and reinstalls on equipment.
4. Repair braking systems by adjusting or replacing brake shoes, hydraulic system components, including leaky master and wheels cylinders, air brakes and disc brakes.
5. Replace and adjusts tracks, road wheels, road wheel bearings, idler wheels and bearings, oil seals, torsion and stabilizer bars, suspension arms, etc.
6. Refuel vehicles used during the day and check drivers' trip tickets for notations of defects or required maintenance such as flat tires, weak battery, defunct lights or other details of first echelon maintenance.

7. Check speedometer mileage against service record car mileage for periodic lubrication and servicing and sets aside vehicles requiring further attention.
8. Check crankcase oil level, condition and adding oil to maintain proper level.
9. Change crankcase oil when visual inspection indicates it to be in poor condition, draining, flushing and refilling with proper grade oil.
10. Inspect oil filter cartridges and inserts new filters.

## **LEVEL 1**

### **COMMERCIAL VEHICLE DRIVER**

A COMMERCIAL VEHICLE DRIVER IS DESIGNATED TO TRANSPORT PASSENGERS OR CARGO OR DOCUMENT OVER SPECIFIED ROUTES TO LOCAL OR DISTANT POINTS ACCORDING TO TIME SCHEDULE.

A COMMERCIAL VEHICLE DRIVER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Drive vehicle to transport passengers or cargo or document over specified routes to local or distant points according to time schedule.
2. May inspect vehicle and check gas, oil and water before departure.
3. Perform routine walk-around inspection on vehicle before accepting passengers.
4. Report any defects to despatcher on duty and fills out a vehicle defect form.
5. Safely operates a commercial vehicle on an assigned route.
6. Adhering promptly to time schedule.
7. Maintain order/discipline on vehicle at all times.
8. Assist passengers on and off the vehicle and help with luggage as needed.
9. Responsible for general cleanliness of assigned vehicle.
10. Assure a proper fare are deposited or accepts proper passes and issues transfers.

11. Operate radio in a professional manner to keep base and other vehicle informed of traffic and location status.
12. Provide directions and information about vehicle schedules, facilities and operations.
13. Provide safe, clean and comfortable transportation.
14. Perform related duties as needed or assigned.

## **LEVEL 2**

### **ENFORCER**

AN ENFORCER IS DESIGNATED TO CARRY OUT ENFORCEMENT OF TRAFFIC OPERATION IS IN PLACE AND IN LINE WITH COMPANY OPERATION STANDARD.

AN ENFORCER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Check season tickets and concessionary passes, ensuring they are valid base on waybill list.
2. Carry out inquiry check with conductor if there is any season tickets and concessionary passes different with waybill record.
3. Take necessary action base on reply given by the conductor.
4. Carry out spot check to company vehicle/transport; inclusive of valid road tax, first aid kit, passenger ticket and receipt at bus conductors.
5. Act accordingly to public/customer complain regarding the service status – investigate related personnel.
6. Goes from one passenger to another, asking the destination, calculating the fare, check issuing tickets are adequate.
7. Check season tickets and concessionary passes, ensuring they are valid.
8. Challenges fare-dodgers, vandals or troublesome passengers and may evict them from the vehicle or summon help.
9. Check and ensure that drivers and conductors wearing approved PSV badge.
10. Check and ensure that drivers carry valid driving license.

## **LEVEL 2**

### **ADMINISTRATION ASSISTANT**

AN ADMINISTRATION ASSISTANT IS DESIGNATED TO CARRY OUT CLERICAL WORKS, ASSIST IN FLEET OPERATION AND OTHERS DUTIES AS STIPULATED IN COMPANY JOB DESCRIPTION.

AN ADMINISTRATION ASSISTANT MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. In charge of general office administrative duties & correspondences.
2. Handle all incoming calls & emails and ensure channel to the appropriate person in a polite, courteous and efficient manner as well as to assist in making outgoing calls whenever it is required.
3. Create and modify documents using Microsoft Office.
4. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing and filing.
5. Maintain hard copy and electronic filing system.
6. Research price and purchase office furniture and supplies.
7. Coordinate and maintain records for staff office space, phones, parking, company credit cards and office keys.
8. Setup and coordinate meetings and conferences.
9. Maintain and distribute staff weekly schedules.
10. Support staff in assigned project based work.
11. Provide office orientation for new employees.
12. Setup accommodation and entertainment arrangements for company visitors.
13. Carry out other duties as assigned.

## **LEVEL 2**

### **FOREMAN**

A FOREMAN IS DESIGNATED TO BE RESPONSIBLE FOR THE PERFORMANCE OF ALL MECHANICS AND ENSURING THAT THEY FOLLOW THE COMPANY POLICY AND THEIR JOB DESCRIPTIONS.

A FOREMAN MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Perform maintenance on the vehicles as detailed in the “Mechanic’s Daily Duties Priority Schedule”.
2. Maintain the preventative maintenance schedule for every vehicle in the fleet. Routine oil changes, tire rotation, fluid changes, battery inspections, electrical system testing, brake inspections and replacement etc.
3. Maintain service repair orders on each vehicle accurately, to be able to track comebacks on service that has been performed and use appropriate paperwork.
4. Accountable for repair of any and all electro/mechanical breakdowns, all problems are reported immediately and logged on the mechanics service board by the chauffeurs and the shop foreman and operations department will prioritize and delegate the repairs to the mechanic.
5. Maintain all electro/mechanical equipment in the entire company vehicle in proper working condition at all times. This includes, solid & glass partitions, TV’s, VCR’s, air conditioning units, stereo’s, lighting, power windows, intercom systems, door locking mechanisms etc.
6. Confirm that every vehicle must be in 100% functional status at all times when it is despatched for service.
7. Possess excellent diagnostic and repair capabilities and all repairs must address the problem and not the symptom.

8. Carry out responsibility for off-site repairs of equipment that they have not properly repaired.
9. Perform workshop duties such as, but not limited to, brake lathe equipment, hoists, air conditioning recovery and charging equipment, electrical test equipment, diagnostic equipment etc, and must maintain the equipment in a clean and functional state at all times.
10. Maintain working facility clean, safe manner at all times and oil spills, fluids and all debris must be cleaned immediately.
11. Confirm that all vehicles which are to continue having repairs overnight must be properly supported and any part must be secured and all vehicles must be parked in their proper location and all keys must be accounted during lock-up.
12. Accountable for emergency repairs of all vehicles on a 24 hour basis. This includes on site and off site repairs.

## **LEVEL 3**

### **ENFORCEMENT OFFICER**

AN ENFORCEMENT OFFICER IS DESIGNATED TO ENSURE THAT ENFORCEMENT OF TRAFFIC OPERATION IS IN PLACE AND IN LINE WITH COMPANY OPERATION STANDARD.

AN ENFORCEMENT OFFICER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

**In particular the person will:**

1. Plan, coordinate and control enforcer works.
2. Handle and arrange investigation against problematic staff/drivers.
3. Make a wise decision and action base on enforcer investigation report.
4. Conduct spot check to company vehicle/transport; inclusive of valid road tax, first aid kit, passenger ticket and receipt at bus conductors.
5. Supervise practices of good behaviors and ethics by the enforcer.
6. Cooperate with operation staff in coordinating staff duty roasters, duty area and where investigation shall start.
7. Act accordingly to public/customer complain regarding the service status – investigate related personnel.
8. Goes from one passenger to another, asking the destination, calculating the fare, check issuing tickets are adequate.
9. Check season tickets and concessionary passes, ensuring they are valid.
10. Challenges fare-dodgers, vandals or troublesome passengers and may evict them from the vehicle or summon help.
11. Check that passengers do not stay on past the stop they have paid for.
12. Write a report about the operation problems.

## **LEVEL 3**

### **ADMINISTRATION OFFICER**

AN ADMINISTRATION OFFICER IS DESIGNATED TO ASSIST IN DAY-TO-DAY FLEET OPERATION AND MONITOR PERFORMANCE OF THE OVERALL FLEET OPERATION.

AN ADMINISTRATION OFFICER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

**In particular the person will:**

1. Implement of transport policy approved by the management and propose improvements in the existing transport system.
2. Confirm that proper inventory of all components of vehicles are maintained and checked frequently.
3. Confirm that the maintenance, oiling and servicing schedule of the vehicles is followed.
4. Act strictly upon the petrol/diesel filling mechanism approved by the management.
5. Keep records/history of drivers and accidents if any and submit regular and comprehensive monthly report to the superior.
6. Maintain duty rosters of drivers, cleaners and mechanics and ensure safe parking of vehicles on terminals.
7. Arrange for re-training and re-certification of drivers and registration and re-certifications of vehicles.
8. Compile feedback on performance of staff, drivers, cleaners and mechanics after evaluation.
9. Put an action plan on installation of petrol/LPG pump-Service station at the company premises.
10. Monitor company repair/maintenance workshop functions in order.
11. Carry out implementation of the pick & drop schedule.

## **LEVEL 3**

### **QUALITY ASSURANCE SUPERVISOR**

A QUALITY ASSURANCE SUPERVISOR IS DESIGNATED TO ENSURE ALL COMPANY VEHICLE MAINTENANCE AND SERVICES CARRIED OUT IN ACCORDANCE WITH COMPANY MAINTENANCE POLICY.

A QUALITY ASSURANCE SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Maintain that all vehicles serviced and repaired in the regional garage are roadworthy and that any repair carried out in the garage is done efficiently and as economically as possible.
2. Maintain that all vehicles serviced and repaired in the regional garage comply with the Construction and Use Regulations.
3. Maintain that all vehicles serviced based in the region have Department of Transport annual vehicle examination and pass the test at the appropriate date.
4. Supervise that adequate stocks of spare parts are available in the garage.
5. Advise the regional transport manager on the quantities of spares to be held and to assist in obtaining the correct type of spares on the most advantageous terms.
6. Supervise that a pre-delivery check has been carried out on every new company vehicles to be based in the region.
7. Supervise company vehicle inspector in inspecting vehicles based in the region.
8. Advise the superior of the training requirement of personnel employed in the company workshop.
9. Maintain that all vehicles based in the station are kept clean and that such vehicles display the company livery.

## **LEVEL 4**

### **ENFORCEMENT SENIOR OFFICER**

AN ENFORCEMENT SENIOR OFFICER IS DESIGNATED TO SUPERVISE AND ENSURE THAT ENFORCEMENT OF TRAFFIC OPERATION IS IN PLACE AND IN LINE WITH COMPANY OPERATION STANDARD.

AN ENFORCEMENT SENIOR OFFICER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Plan, coordinate and oversee scheduling of enforcer duties and assures compliance with time schedules and applicable laws, codes, rules and regulations.
2. Train, supervise and evaluate the performance of assigned staff; interviews and recommends selection of employees; recommends transfers, reassignments, terminations and disciplinary actions.
3. Plan the effective and efficient development of enforcer career path and makes necessary adjustments for overloads, lateness and related problems.
4. Receive and respond to inquiries concerning enforcement carried out by the enforcer. To take action if there's any misconduct by the subordinate and advise the manager if needs involving safety and legal matters.
5. Attend a variety of meetings, conferences and workshops to maintain current knowledge of and assist in the implementation of safety and transportation codes, regulations, laws and related matters.
6. Schedule and conduct a variety of training sessions for enforcement personnel.
7. Maintain personnel records including disciplinary status, performance and others.
8. Involve in the development of the departmental budget; makes recommendations for the department requirement and supplies.
9. Receive and respond to emergency calls after hours and on weekends.
10. Perform other duties as assigned by the superior.

## **LEVEL 4**

### **FLEET OPERATION SENIOR OFFICER**

A FLEET OPERATION SENIOR OFFICER IS DESIGNATED TO PLAN, MONITOR, COORDINATE AND DIRECT THE TRANSPORTATION OPERATION OF THE COMPANY.

A FLEET OPERATION SENIOR OFFICER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Plan, coordinate and oversee the routing, scheduling and daily transportation services including regular and special education, contract services of the department; assures compliance with time schedules and applicable laws, codes, rules and regulations.
2. Oversee the daily operations of the dispatch office; monitors two-way radios of district buses, district security and contract company radios for bus problems, lateness and accidents.
3. Train, supervise and evaluate the performance of assigned staff including bus drivers; interviews and recommends selection of employees; recommends transfers, reassignments, terminations and disciplinary actions.
4. Plan the effective and efficient development of bus routes; monitors routes daily and makes necessary adjustments for overloads, lateness and related problems.
5. Oversee the assigning of driver overtime, field trips and special events to drivers in accordance with established guidelines; coordinates time off for bus drivers; arranges for substitutes as necessary.
6. Receive and respond to inquiries concerning routing and other transportation questions; continuously surveys the existing transportation program for safety, service costs and areas in need of improvement; advises the Manager of needs involving safety and legal matters.

7. Confers with workshop personnel regarding repairs and preventative maintenance of buses and other vehicles; monitors status of repairs; informs the Manager of the need for additional drivers and equipment.
8. Attend a variety of meetings, conferences and workshops to maintain current knowledge of and assist in the implementation of safety and transportation codes, regulations, laws and related matters.
9. Schedule and conduct a variety of training sessions for bus drivers; establishes and completes renewal behind the wheel training courses for bus drivers.
10. Maintain a variety of transportation personnel records including license and certificate expirations, medical expirations and training hours required for the renewal of the bus driver certificate.
11. Prepare and maintains a variety of records and reports related to routing, schedules, liquidations, accidents and other transportation services; reviews daily time reports, bus records, fuel use and vehicle inspection records.
12. Receive and respond to drivers' accidents; drives to accident scenes and conducts internal accident investigations; gathers information, takes photos and assists staff; obtains accident reports from the highway patrol and police agencies.
13. Receive, verifies and assigns equipment transfers; serves as a liaison with contractors for trash dump facilities.
14. Direct involve in the development of the departmental budget; makes recommendations for the purchase of transportation supplies, materials and equipment.
15. Receive and respond to emergency calls after hours and on weekends.
16. Serve as the Workshop Supervisor in the absence of the Workshop Supervisor as assigned.
17. Serve as a substitute Bus Driver as needed.
18. Perform other duties as assigned by the superior.

## **LEVEL 4**

### **QUALITY ASSURANCE SENIOR SUPERVISOR**

A QUALITY ASSURANCE SENIOR SUPERVISOR IS DESIGNATED TO CONTROL VEHICLE MAINTENANCE AND SERVICES AND TO ENSURE THAT ALL COMPANY VEHICLES ARE SAFE FOR OPERATION.

A QUALITY ASSURANCE SENIOR SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Plan direct and coordinate the operation and administration of all form of transport throughout the company on the most efficient and economical basis.
2. Set standards for the operation and maintenance of all garages, motor vehicles, petroleum stocks, materials and spares; also for the operating cost, staffing and ancillary services.
3. Decide on the most suitable motor vehicles for all company requirements.
4. Obtain quotations for new vehicles and to negotiate in liaison with the capital purchases executive, with sales, production and servicing staff with the purchase, deliver and servicing of new vehicle.
5. Draw up replacement schedules for all vehicles and to control disposal of company vehicles by direct sales or by negotiation of replacement schemes.
6. Maintain a central record of all company vehicles and other transport assets, also to coordinate and direct the preparation of statistics necessary for accurate analysis of transport costs.

7. Maintain that standards for servicing, maintenance, repair and schedules are adhered to so that the company vehicles are kept in effective state of mechanical and electrical repair.
8. Carry out cost analysis studies for most effective use of transport including hiring where a saving may be involved and ensure that all vehicles conform to the livery standards of company.

## **LEVEL 5**

### **FLEET OPERATION MANAGER**

A FLEET OPERATION MANAGER IS DESIGNATED TO MANAGE OVERALL FLEET TRANSPORTATION OPERATION OF THE COMPANY AND ENSURING THAT THE OPERATION THROUGHOUT THE COMPANY IN THE MOST EFFICIENT AND ECONOMICAL BASIS.

A FLEET OPERATION MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LORRY TRANSPORT, BUS, LIMOUSIN AND TAXI TRANSPORT.

#### **In particular the person will:**

1. Plan direct and coordinate the operation and administration of all form of transport throughout the company on the most efficient and economical basis.
2. Set standards for the operation and maintenance of all garages, motor vehicles, petroleum stocks, materials and spares; also for the operating cost, staffing and ancillary services.
3. Ensure the full utilization of the company's fleet of commercial vehicles with all other types of transport so as to provide the most economic and efficient method of distribution.
4. Perform cost analysis studies for most effective use of transport including hiring where a saving may be involved.
5. Plan and operate passenger transport network between major company centers for senior member of the company.
6. Maintain close liaison with the company insurance manager on statutory insurance requirements of vehicles, accident claims and associated matters.
7. Set standard for the recruitment, training, discipline and administration of transport personnel.

8. Perform in consultation with the distribution services manager to draw up replacement schedules for all commercial vehicles.
9. Perform in consultation with the distribution service manager, to ensure that adequate training programmes are set for all transport personnel within the area.
10. Perform in consultation with the transport service executive to supervise the provision of company throughout the area.
11. Responsible for setting up vehicle repair and servicing facilities within the area and to ensure that adequate stocks of spares are maintained in vehicle being “off the road”.
12. Ensure that outside garage contractors based within the area carry out the work on company vehicles satisfactorily and that the process paid for labour and spares are correct.

# JOB TITLES

(RAIL TRANSPORT SERVICES PROVIDER)

## *LEVEL 1*

TICKETING STAFF

OMC CLERK

LOCOMOTIVE ASSISTANT

## *LEVEL 2*

CUSTOMER SERVICE ASSISTANT (CSA)

TRAFFIC ASSISTANT

LOCOMOTIVE DRIVER

## *LEVEL 3*

STATION/TERMINAL SUPERVISOR

RUNNING SUPERVISOR

## *LEVEL 4*

CONTROL CENTRE EXECUTIVE

TERMINAL OPERATION EXECUTIVE

RULES AND REGULATION EXECUTIVE

LOCOMOTIVE AND EMU EXECUTIVE

***LEVEL 5***

**CONTROL CENTRE MANAGER  
TRAIN OPERATION MANAGER  
OPERATION CONTROL MANAGER  
LOCOMOTIVE AND EMU MANAGER**

***LEVEL 6***

**OPERATION SENIOR MANAGER**

***LEVEL 7***

***Not Available***

***LEVEL 8***

***Not Available***

## **LEVEL 1**

### **TICKETING STAFF**

A TICKETING STAFF IS DESIGNATED TO CARRY OUT TICKET SALES MANAGEMENT, OPEN AND CLOSE ACCOUNT AND BOOKS, DOCUMENT AND STATEMENT MANAGEMENT.

A TICKETING STAFF MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

#### **In particular the person will:**

1. Open ticket counter in accordance with scheduling table and examine all stock ticket is in good condition.
2. Handle ticketing sale whether current traveling or booking and also collect the right ticket.
3. Examine and identify ticket warrant, pass card, free pass and so on that valid before create that ticket and record necessary detail of ticket.
4. Check ticket that cannot pass through turnstile machine.
5. Examine and take care of station money is always adequate.
6. Close daily sales account and ready to finish Daily Ticket Sales Statement and deliver money collection to supervisor before finish the job.
7. Compile Ticket Sales Account Statement and credit card slip.
8. Prepare letter and daily and monthly statement.
9. Attend and be concerned to customer query.
10. Perform any assignment as may be given from time to time by superior.

## **LEVEL 1**

### **OMC CLERK**

AN OMC CLERK STAFF IS DESIGNATED TO RESPONSIBLE TO LOCOMOTIVE MOVEMENT AND KEEP STATISTIC RECORD FOR ADMINISTRATION USAGE.

AN OMC CLERK STAFF MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

#### **In particular the person will:**

1. Examine and keep all record and bills from external.
2. Inspect and store locomotive progress statistic.
3. Examine and deliver monthly statistic to head office.
4. Examine process and submit all rental bills to Finance Department for payment.
5. Prepare locomotive chart movement and others form to Locomotive Control Department for every month.
6. Submit report and statistic to Audit Department.
7. Report to head office about locomotive position whether in operation or not and locomotive failure during operation.
8. Carry out duties at Locomotive Control Centre in administration section.
9. Compile, record and store all files in safety.
10. Update SPOT system, make a report and letter about locomotive operation.
11. Make a booking and ensure meeting room is available when necessary.

## **LEVEL 1**

### **LOCOMOTIVE ASSISTANT**

A LOCOMOTIVE ASSISTANT IS DESIGNATED TO ASSIST DRIVER FOR SMOOTH TRAIN OPERATION.

A LOCOMOTIVE ASSISTANT MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

**In particular the person will:**

1. Perform on duty procedure to ensure locomotive within good condition for operation.
2. Back up locomotive driver during shorting and train operation.
3. Carry out procedure as instructed by locomotive drivers.
4. Highlight by verbal the condition of signal exhibit driving train operation.
5. Check locomotive running item within good condition driving operation.
6. Read gauges and visualize any irregularity during operation.
7. Fix the train with appropriate tools required by Rule and Regulation.
8. Perform any assignment as may be given from time to time by superior.

## **LEVEL 2**

### **CUSTOMER SERVICE ASSISTANT (CSA)**

THE CUSTOMER SERVICE ASSISTANT (CSA) IS RESPONSIBLE FOR SELLING TICKETS AND CUSTOMER SERVICE AT STATIONS. THEY ARE FIRST LEVEL CONTACT BETWEEN CUSTOMER AND THE COMPANY. THE CSA IS RESPONSIBLE FOR SAFETY OF PASSENGERS AT STATION AREA, CUSTOMER ASSISTANT, MINOR SECURITY AND MINOR CUSTODIAL FUNCTIONS.

CUSTOMER SERVICE ASSISTANT MAY BE FOUND IN INTEGRATED LOGISTIC SECTOR SUCH AS IN RAILWAY TRANSPORT SERVICES.

#### **In particular the person will:**

1. Administrate ticket sales at Customer Service Office (CSO) and operate the Passenger Service Machine (PSM).
2. Verifies proof of fare in stations by ensuring customers pay when using the LRT service.
3. Handle disruptions to customer service through efficient crowd control.
4. Report to Station Supervisor of any condition that affect or could affect the safety of passage, customers and trains who then report to control centre.
5. Respond and assist in managing emergencies in accordance with the established procedures through immediate response and assistance to ensure customer safety.
6. Plan station assignment such as float money report, cash collection report forms and stationery to ensure optimal job productivity and efficiency.
7. Inspect facilities and report deficiencies and perform minor custodial duties as and when required.
8. Provide support for customers, station and special events and all other activities related to safe deliveries, clean, effective and efficient LRT service.

9. Guide customer to use Automatic Fare Collection (AFC) machines.
10. Resolve customer queries/complaints appropriately and promptly.
11. Perform ad-hoc duty as Hostler in case of system failure.
12. Provide information as requested by customers and offer physical assistance to handicapped, disabled and elderly customers as required.
13. Record sales performed and reconcile the sales collection with supervisor.

Perform other related duties as and when required by the Station Supervisor.

## LEVEL 2

### TRAFFIC ASSISTANT

A TRAFFIC ASSISTANT IS DESIGNATED TO ASSIST IN PROVIDE INFORMATION ABOUT TRAIN OPERATION TO LOCOMOTIVE DRIVER.

A TRAFFIC ASSISTANT MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

**In particular the person will:**

1. Check all passengers' have valid ticket on train.
2. Confirm passengers are arriving to right destination.
3. Check and ensuring passenger's ticket are valid at station.
4. Coordinate passenger come in/out through turnstile.
5. Support in providing information about train operation to locomotive driver.
6. Close daily sales ticket account and prepare Daily Sales Ticket Statement.
7. Report to CSA Company if Ticket Vending Machine and turnstile having damage.
8. Carry out operation work during emergency case.
9. Receive invoice from clerk and make physical checking to all receiving item package.
10. Monitor passenger safety by time to time during traveling.
11. Supervise passengers Express Train operation and customer service.
12. Confirm train departure from yard in accordance with SOP.

13. Provide the command to broadcast staff and ensure broadcast (lansir) staff scheduling.
14. Prepare and key in all data of wagon, crew and train equipment including wagon request uniform.
15. Prepare work planning to execute by subordinate.
16. Confirm all subordinate wearing complete and tidy uniform along working.
17. Confirm train operation is smooth and safe by perform effective and responsibility jobs.
18. Confirm station/cable panel in right control according to operation step to ensuring safety of train movement.
19. Confirm all point lever and signal are clean.
20. Attend at platform during train path to ensure train safety.
21. Perform any assignment as may be given from time to time by superior.

## LEVEL 2

### LOCOMOTIVE DRIVER

A LOCOMOTIVE DRIVER IS DESIGNATED RESPONSIBLE PERFORM PASSENGER, EMU AND SINGLE LOCOMOTIVE TRAIN DRIVING.

A LOCOMOTIVE DRIVER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

**In particular the person will:**

1. Check shift jobs to ensure daily jobs for next day.
2. Test equipment such as telephone, walkie-talkie and work equipment.
3. Carry out process jobs in and out procedure.
4. Check locomotive equipment and test A.T.P and locomotive brake power.
5. Carry out testing with Locomotive Assistant.
6. Check Locomotive book log and ensure all document are receive.
7. Carry out check list to ensuring all system in good condition.
8. Confirm speedometer is in good condition.
9. Check and ensure locomotive in good condition and ready to departure after receive the signal from terminal.
10. Monitor Locomotive Assistant perform well their task.
11. Install brake tire and check engine room and report damage in log book.
12. Justify locomotive track is same as scheduling before.
13. Perform any assignment as may be given from time to time by superior.

## LEVEL 3

### STATION/TERMINAL SUPERVISOR

A STATION/TERMINAL SUPERVISOR IS DESIGNATED TO COMMUNICATE AND COORDINATE WITH ALL THE OFFICERS OF VARIOUS DIVISIONS IN REGARD TO TRAIN OPERATION, STAFF AND COMMERCIAL.

A STATION/TERMINAL SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

#### **In particular the person will:**

1. Back manager in the management, supervision and problem solving.
2. Organise Station Work instruction and Training Orders, Gate Working Instruction, Siding Working Instruction operational requirement are safe for implementation.
3. Manage subordinate undergone training on Rules and Regulation are issued with relevant competency certificate on working procedure.
4. Manage all staff attend course on Personnel Track safety and issued.
5. Attend and assist officer during crisis management.
6. Attend and carry out transshipment/supervise transshipment of passengers during crisis management.
7. Monitor customer service given by staff is at required company's standard and takes step to uplift their customer service skills.
8. Sustain the level of cleanliness of all the station control maintains at the company's required standard.
9. Manage and designated station under his control inline with the required standard of efficiency.
10. Formulate and develop staff duty roster with due regard to optimum use of manpower and cost effective.
11. Monitor all utilities is within budgetary expenditure by monitoring and controlling the usage of resource with regard to efficiency and customer care.
12. Perform any assignment as may be given from time to time by superior.

## **LEVEL 3**

### **RUNNING SUPERVISOR**

A RUNNING SUPERVISOR IS DESIGNATED TO ASSIST FOR THE SMOOTH RUNNING OF THE DAILY OPERATION.

A RUNNING SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

**In particular the person will:**

1. Preparing running jobs scheduling.
2. Act like Locomotive Technical Reference Officer as request by loco crew.
3. Prepare jobs daily shift scheduling.
4. Manage and record all train operation equipment movement for crews.
5. Arrange locomotive position.
6. Motivate Locomotive driver and assistant by time to time.
7. Communicate with Locomotive Control Centre to get information about train movement.
8. Attend daily meeting.
9. Act Locomotive Driver in emergency case.
10. Check all utility bills and control usage of utilities.
11. Responsible mailing administration.
12. Perform any assignment as may be given from time to time by superior.
13. Prepare annual Locomotive Driver and assistant assessment.

## LEVEL 4

### CONTROL CENTRE EXECUTIVE

A CONTROL CENTRE EXECUTIVE IS RESPONSIBLE FOR OPERATING AND ENSURING SAFE AND EFFICIENT SERVICE TO CUSTOMER THROUGH UTILIZATION OF VARIOUS SYSTEMS AVAILABLE IN THE CONTROL CENTRE, INTERACTION WITH SUPPORT PERSONNEL AT SITE AND BY ADHERING TO RULES AND PROCEDURES AND CONTROL CENTRE POLICIES.

A CONTROL CENTRE EXECUTIVE MAY BE FOUND IN INTEGRATED LOGISTIC SECTOR SUCH AS IN RAILWAY TRANSPORT SERVICES.

**In particular the person will:**

1. Plan and implement trains movement in Depot.
2. Plan and implement alternate service operations during failure and emergency.
3. Coordinate failure management and emergency situation under the direction of the Control Centre Manager.
4. Monitor and direct train operations and modify schedule or operating parameters such as speed or station dwell time, as required.
5. Operate and monitor the traction and bulk power system and tunnel ventilation system during normal operation, maintenance, failure management and emergency purposes.
6. Monitor the safety of platforms and other station areas using closed circuit television and security alarm system and respond to emergency situation.
7. Maintain accurate and complete documentation of all operational activities.
8. Perform Leadhand function if required.
9. Ensure timely announcement are made to the customers during service disruptions.

10. Implement safe evacuation of customer during emergency and failure management, if required.
11. Provide coordinated communication throughout the system including communication with the customer, support personnel and emergency response agencies.
12. Ensure adoption of operations best practices within the Control Centre Department.
13. Perform other task as assigned by the Control Centre Manager.

## **LEVEL 4**

### **TERMINAL OPERATION EXECUTIVE**

A TERMINAL OPERATION EXECUTIVE IS DESIGNATED TO ASSIST MANAGER AND SENIOR EXEC OPERATION IN MANAGING THE OPERATIONAL ACTIVITIES.

A TERMINAL OPERATION EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

#### **In particular the person will:**

1. Monitor all freight trains depart according to SOP with regard to punctuality, maximum trailing load capacity and correct train information.
2. Coordinate and communicate with customers in term of loading and unloading.
3. Oversee customer's loading facilities with regard to track capacity and operational requirement.
4. Attend requisition of train equipment, monitoring and recording with regard to safety operation.
5. Attend crisis management involving freight trains with regard to transshipment and coordinating with customer for insurance claiming.
6. Responsible for locomotive requirement by coordinating with OMC and maintenance Depot to avoid detention revenue.
7. Responsible for maximum utility of wagon turn around with regard to increasing revenue.
8. Confirm all freight activities in terminal and station are maintained through input of information in computer system.

## **LEVEL 4**

### **RULES AND REGULATION EXECUTIVE**

A RULES AND REGULATION EXECUTIVE IS DESIGNATED TO PROPOSE REVISION AND UPDATING OF THE RULES AND REGULATION TO ENSURE THE SAFETY AND EFFICIENCY OF THE RAILWAY.

A RULES AND REGULATION EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

#### **In particular the person will:**

1. Recommend revision and update of the Rules Book, General Manual, Train Signaling Regulation and Appendix to the General Manual.
2. Check and review Station Working Order for new station, yards, cabins, intermediate siding and level crossing and drafting Working Instruction for Emergency Work during disconnection of signal or track circuit construction of track and remodeling of station layout.
3. Draft the Rules and Regulation.
4. Scrutinize Electric Isolation Diagrams prepare by the General Manager Electrification System and subsequently preparing the working instruction.
5. Support Rules and Regulation Committee and matters concerned.
6. Support the publication of General Manual, Training Signaling Regulation and Appendix to the general manual and Working Instruction.
7. Responsible for preparing report on train operation.
8. Perform any assignment as may be given from time to time by superior.

## LEVEL 4

### LOCOMOTIVE AND EMU EXECUTIVE

A LOCOMOTIVE AND EMU EXECUTIVE IS DESIGNATED TO ENSURE DISTRIBUTION OF EMU/LOCOMOTIVE DRIVERS MEET THE REQUIREMENT OF TRAIN OPERATION.

A LOCOMOTIVE AND EMU EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

**In particular the person will:**

1. Monitor all EMU/Locomotive drivers are competent and efficient in discharging their duties through supervision and monitoring whilst on duties.
2. Monitor all EMU/Locomotive drivers are competent and efficient by enhancing training and close monitoring.
3. Monitor job distribution for EMU drivers are prudently restored.
4. Conduct point speed test for rescheduling train running.
5. Monitor staff welfare, discipline and ensure all drivers go for medical examination accordingly to confirm their fitness.
6. Attend for Signal Sighting together with the Sighting committee at least once in every 4 month.
7. Follow train 3 times a week to monitor and supervise EMU/Locomotive driver perform their work efficiently.
8. Validate all voucher and overtime drivers are checked and verified before forwarding them for onward approval and payment.
9. Confirm that immediate action is taken on the report submitted.
10. Plan any special train in term of scheduling and footplate crew.
11. Conduct speed test form point to point for any rescheduling of train.

12. Conduct training for crew trainee.
13. Conduct Training Need Analysis (TNA) for crew trainee.
14. Develop modules for training.
15. Deliver training for each individual and ensure as certain degree of knowledge obtain by course participated.

## **LEVEL 5**

### **CONTROL CENTRE MANAGER**

CONTROL CENTRE MANAGER IS RESPONSIBLE FOR THE SAFE AND EFFICIENT OPERATIONS THROUGH PROPER MANAGEMENT OF THE CONTROL CENTRE DEPARTMENT, ITS MANPOWER AND RESOURCES.

CONTROL CENTRE MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SECTOR SUCH AS IN RAILWAY TRANSPORT SERVICES.

#### **In particular the person will:**

1. Plan, develop, organize and carry out all work required ensuring a safe and efficient operation of the Control Centre.
2. Plan and coordinate with various maintenance department for safe and efficient executing of maintenance works.
3. Develop, review, justify and monitor Control Centre staffing requirements.
4. Develop and implement policies and procedures for normal operations, failure management and emergency response.
5. Manage proper operation of the company financial, administrative and policies.
6. Monitor Control Centre staff abreast of the on-going issues in the system.
7. Verify all events; fault, anomalies, emergencies etc. are logged in the Daily Event Log with all the information.
8. Manage Daily Event Log and all relevant information generated by the system is distributed to relevant personnel at specified time.
9. Prepare report, bulletins and notices as required.
10. Supervise timely announcement are made to the customers during service disruptions.

11. Provide timely information to all staff with regards to disruptions to service, anomalies on the system or any other situations.
12. Prepare annual Control Centre Business Plan and Budget; monitoring expenditures and variances and developing remedial plans when required that target are met.
13. Support in managing the efficient service delivery towards achieving profitability level in line with company objectives.
14. Establish performance objective for the Control Centre.
15. Manage the effective use of personnel in the Control Centre through proper employee selection, training and certification, employee performance evaluation and etc.
16. Supervise the adoption of operations best practices within the Control Centre Department.

## LEVEL 5

### TRAIN OPERATION MANAGER

A TRAIN OPERATION MANAGER IS DESIGNATED TO MONITORING DAILY TRAIN OPERATION THROUGHOUT THE SYSTEM IN TERM OF PUNCTUALITY AND SAFETY.

A TRAIN OPERATION MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

**In particular the person will:**

1. Monitor disruption and delays are minimized.
2. Monitor smooth running of train operation and coordinating with other department to resolve any disruption of train movement.
3. Responsible for monitoring the positioning of wagons to ensure optimum turn around of wagon.
4. Maintain that allocation of locomotive is adequately met and the locomotive fuel is efficiently used.
5. Monitor daily input in the train operation management system is accurate.
6. Responsible for the compilation of information/report/data on train operation for management review and planning.
7. Responsible for investigation and verification of any train delays which incurred high operational cost.
8. Responsible for preparing report on train operation.
9. Perform others critical duties as may be given by top management.

## **LEVEL 5**

### **OPERATION CONTROL MANAGER**

AN OPERATION CONTROL MANAGER IS DESIGNATED TO MONITORING DAILY TRAIN OPERATION THROUGHOUT THE SYSTEM.

AN OPERATION CONTROL MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

#### **In particular the person will:**

1. Monitor smooth running of train operation and coordinate with other department.
2. Manage the train running according to plan and meets the customer's needs and requirement.
3. Monitor and placing of wagon in accordance with SOP.
4. Resolve immediate problem in regard to any train operation disruption.
5. Monitor and supervise work performed by the train Controller and CTC Operator.
6. Manage train running is in accordance with the schedule.
7. Arrange, monitor and supervise all information in regard to crisis management are well addressed.
8. Monitor and supervise the movement of break down trains during emergency and coordinate with the RIO for detail development progress of the salvaging.
9. Submit daily 24 hours incident in accordance with the requirement.

## **LEVEL 5**

### **LOCOMOTIVE AND EMU MANAGER**

A LOCOMOTIVE AND EMU MANAGER IS DESIGNATED RESPONSIBLE FOR THE SMOOTH RUNNING OF THE DAILY OPERATION.

A LOCOMOTIVE AND EMU MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

**In particular the person will:**

1. Plan and monitor locomotive and foot plate crew competency to ensure availability and optimum utilization of resource.
2. Monitor all regional Locomotive Operation Executive is competent in their technical skills to enable them to carry out their functions efficiently.
3. Monitor footplate crews are prudently distributed to run services.
4. Responsible for issuing instruction to all Regional Locomotive Operation Executive of any amendment to current directive on foot place Crew Train Workings.
5. Plan the enhancement training for footplate crew.
6. Evaluate the examination and issuance of Locomotive Driving License.
7. Perform any assignment as may be given from time to time by superior.

## LEVEL 6

### OPERATION SENIOR MANAGER

AN OPERATION SENIOR MANAGER IS DESIGNATED TO OPERATE PASSENGER, COMMUTER AND FREIGHT SERVICE TO MEET CUSTOMER NEEDS AND EXPECTATION WITH OPTIMUM UTILIZATION.

AN OPERATION SENIOR MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES ORGANIZATION SUCH AS AT KTMB, MONOREL, LRT AND ERL.

**In particular the person will:**

1. Verify that the operation department provides the support required by passengers and commuters and freight services to achieve the set target.
2. Review all operation report for management consideration.
3. Plan the budget and expenses for the unit.
4. Organise optimum usage of resource available.
5. Establish good cooperation and communication, supporting department in order provide efficient and excellence service.
6. Coordinate with all departments on resource plan during an emergency or accidents.
7. Monitor and ensure that the implementation of rules and regulation being adopted by train controller and CTC Operator in discharging their day to day duties.
8. Plan and formulate maximum utility of resource available in lie with the allotted budget with consideration to cost.
9. Perform others critical duties as may be given by top management.

# JOB TITLES

(SEA TRANSPORT SERVICES PROVIDER)

## *LEVEL 1*

**ABLE SEAMAN**

**ORDINARY SEAMAN**

**PUMPMAN**

**OILER**

**WIPER**

## *LEVEL 2*

**THIRD OFFICER/THIRD MATE**

**FOURTH ENGINEER/THIRD ASSISTANT ENGINEER**

**STEWARD'S ASSISTANT**

## *LEVEL 3*

**SECOND OFFICER/SECOND MATE**

**THIRD ENGINEER/SECOND ASSISTANT ENGINEER**

**CHIEF COOK**

**OPERATION JUNIOR EXECUTIVE**

***LEVEL 4***

**FIRST OFFICER/FIRST MATE  
SECOND ENGINEER/FIRST ASSISTANT ENGINEER  
CHIEF STEWARD  
LINER OPERATIONS EXECUTIVE  
HUSBANDING EXECUTIVE  
FREIGHT EXECUTIVE**

***LEVEL 5***

**CHIEF OFFICER/CHIEF MATE  
CHIEF ENGINEER  
LINER OPERATIONS MANAGER**

***LEVEL 6***

**CAPTAIN/MASTER/MASTER MARINER**

***LEVEL 7***

***Not Available***

***LEVEL 8***

***Not Available***

# LEVEL 1

## ABLE SEAMAN

AN ABLE SEAMAN IS DESIGNATED AS A MEMBER OF THE DECK DEPARTMENT AND MUST POSSESS A MERCHANT MARINER'S DOCUMENT.

AN ABLE SEAMAN MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

### **In particular the person will:**

1. Perform routine inspections of dredging gear and necessary repairs.
2. Clean dragheads and dredge pumps and greases gear.
3. Maintain a clean deck and a sanitary dredge.
4. Perform routine inspections of lifesaving and firefighting gear.
5. Participate in all necessary repairs and maintenance projects during periods when the dredge is in an idle status.
6. Stand fire and security watch when the dredge is in an idle status.
7. Chipping and painting, as needed.
8. Perform at sea as AB watchstander's duties include standing watch as helmsman and lookout. A helmsman is required to maintain a steady course.
9. Properly execute all rudder orders and communicate utilizing navigational terms relating to heading and steering.
10. Execute turns and the lookout reports dangers such as approaching ships.

## **LEVEL 1**

### **ORDINARY SEAMAN**

AN ORDINARY SEAMAN IS DESIGNATED TO PERFORM A VARIETY OF DUTIES CONCERNED WITH THE OPERATION AND UPKEEP OF DECK DEPARTMENT AREAS AND EQUIPMENT.

AN ORDINARY SEAMAN MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Learn ship's maintenance, painting, cleaning, knot-making, watch-standing duties, tying down the ship, rigging, lookout responsibilities and other types of seamanship.
2. Responsible for ferrying materials and the liberty launches.
3. Upkeep duties include scaling, buffing and painting decks and superstructure as well as sweeping and washing the deck.
4. Carry out OS duties which may splice wire and rope; break out, rig, overhaul, and stow cargo-handling gear, stationary rigging and running gear.
5. Secure cargo as well as launches and recovers boats.
6. Carry out rig duties and operate hydrographic and other specialty winches; handle and stow oceanographic explosives and stage and stow beach support equipment.
7. Act as manual laborer on the vessel and is responsible for routine deck operations aboard the vessel, including maintaining the cleanliness of the vessel.
8. React to commands from the vessel officers.
9. Perform any assignment as may be given from time to time by superior.

## **LEVEL 1**

### **PUMPMAN**

A PUMPMAN IS DESIGNATED TO PERFORM A VARIETY OF DUTIES AS AN UNLICENSED MEMBER OF THE ENGINEERING DEPARTMENT OF A SHIP.

A PUMPMAN MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Performs all work necessary for the safe and proper operation of the liquid cargo transfer system.
2. Keep the liquid cargo system on a tanker running.
3. Handle liquid cargo transfer pumps.
4. Handle liquid cargo stripping pumps.
5. Handle liquid cargo coalescers and separators, strainers and filters.
6. Handle all the piping, valves, fittings and deck machinery directly related to the transfer of liquid cargo.
7. Maintain the cargo lines and connection manifolds.
8. Repair equipment when it breaks, monitoring equipment to ensure it is working and maintaining equipment to prevent breakage.
9. Carry out duties related to rebuilding of valves pumps and correcting leaks in the cargo system.
10. Responsible for the ballast system, room heating systems and other engine department duties.

## **LEVEL 1**

### **OILER**

AN OILER IS ONE OF THE MOST JUNIOR CREW MEMBERS IN THE ENGINE ROOM OF A SHIP (SENIOR ONLY TO A WIPER). AN OILER'S ROLE CONSISTS MAINLY OF KEEPING MACHINERY LUBRICATED.

AN OILER MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Perform duties as an unlicensed member of the engineering department of a ship.
2. Keep machinery lubricated at all time as scheduled.
3. Maintains the propulsion and other systems onboard the vessel.
4. Deal with the "hotel" facilities onboard, notably the sewage, lighting, air conditioning and water systems.
5. Carry out bulk fuel transfers and require training in firefighting and first aid.
6. Help to facilitate operation of the ship's boats and other nautical tasks- especially with cargo loading/discharging gear and safety systems.
7. Carry out vessel and equipment cleaning, maintenance and painting duties.
8. Carry out loading, unloading, discharging, or receipt of any and all equipment, supplies and cargo.
9. Thoroughly familiar with assigned duties for drills and emergencies.
10. Report promptly the existence of all potentially hazardous conditions and to cause or effect the commencement of proper remedial or emergency actions to handle or correct the situation.

11. Maintain personal hygiene, including clothing and keep living areas in a clean and sanitary condition.
12. Report promptly to the Master or Mate the existence of any personal medical problem or injury.
13. Perform maintenance in proper order and discipline on the vessel.
14. Carry out others duties that may be assigned by the superior.

## **LEVEL 1**

### **WIPER**

A WIPER IS THE MOST JUNIOR CREW MEMBER IN THE ENGINE ROOM OF A SHIP. THEIR ROLE CONSISTS OF WIPING DOWN MACHINERY AND GENERALLY KEEPING IT CLEAN.

A WIPER MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Wiping down machinery and generally keeping it clean.
2. Obey all lawful commands.
3. Have the training and experience necessary to fill the billet or berth for which employed.
4. Report on board at agreed times.
5. Perform all duties in a seamanlike manner.
6. Stand engineroom watches.
7. Help the deck crew as required.
8. Carry out vessel and equipment cleaning, maintenance and painting duties.
9. Help in loading, unloading, discharging or receipt of any and all equipment, supplies and cargo.
10. Be thoroughly familiar with assigned duties for drills and emergencies.
11. Report promptly the existence of all potentially hazardous conditions and to cause or effect the commencement of proper remedial or emergency actions to handle or correct the situation.
12. Maintain personal hygiene, including clothing and keep living areas in a clean and sanitary condition.

13. Report promptly to the master or mate the existence of any personal medical problem or injury.
14. Help in the maintenance of proper order and discipline on the vessel.
15. Carry out others duties that may be assigned by the superior.

## LEVEL 2

### THIRD OFFICER/THIRD MATE

A THIRD OFFICER/THIRD MATE IS DESIGNATED USUALLY IN CHARGE OF SAFETY IN DECK DEPARTMENT.

A THIRD OFFICER/THIRD MATE MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Act as the third officer of a vessel.
2. Perform as safety officer usually responsible for firefighting equipment, lifeboats and emergency systems.
3. In charge of a (bridge or cargo) watch.
4. Act as vessel watchstander.
5. Perform duties related to the safety officer role customarily the ship's safety.
6. Responsible for items such as firefighting equipment, lifeboats, and various other emergency systems.
7. Act as a third mate which almost always a watchstander.
8. Responsible to the captain for keeping the ship, its crew and its cargo safe.
9. Enforce all applicable regulations such as safety of life at sea and pollution regulations.
10. Focus on duties (In port) such as cargo operations, fire watches, security watches, monitoring communications and monitoring the anchor or mooring lines.
11. Read charts and nautical publications, understand weather and safety messages, communicate with other ships and coast stations.
12. Perform any assignment as may be given from time to time by superior.

## LEVEL 2

### FOURTH ENGINEER/THIRD ASSISTANT ENGINEER

A FOURTH ENGINEER/THIRD ASSISTANT ENGINEER IS DESIGNATED USUALLY RESPONSIBLE FOR ELECTRICAL, SEWAGE TREATMENT, LUBE OIL, BILGE AND OILY WATER SEPARATION SYSTEMS.

A FOURTH ENGINEER/THIRD ASSISTANT ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Carry out task as the most junior marine engineer of the ship, he or she is usually responsible for electrical, sewage treatment, lube oil, bilge and oily water separation systems.
2. Perform third mate duties in maintaining proper operation of the lifeboats.
3. Carry out duties as a licensed member of the engineering department on a merchant vessel.
4. Operate and maintain the propulsion and other systems on board the vessel.
5. Deal with the "Hotel" facilities on board, notably the sewage, lighting, air conditioning and water systems.
6. Deal with bulk fuel transfers and require training in firefighting and first aid.
7. Deal with the ship's boats and other nautical tasks- especially with cargo loading/discharging gear and safety systems.
8. Carry out task which involved in the design and construction of these complicated systems.
9. Carry out others duties that may be assigned by the superior.

## LEVEL 2

### STEWARD'S ASSISTANT

A STEWARD'S ASSISTANT IS DESIGNATED AS AN ENTRY-LEVEL CREW MEMBER IN THE STEWARD'S DEPARTMENT OF A SHIP.

A STEWARD'S ASSISTANT MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Perform role of the SA which consists mainly of cleaning and assisting with the preparation and serving of meals.
2. Help out the preparation and serving of meals.
3. Remove stocks such as food, linen and utensils and make sure they arrive where they're needed.
4. Involve with the storeroom operations and assist in taking inventory.
5. In charge of the ship's linens not only sorting, counting and stocking but also issuing them to the crew.
6. Take orders and deliver the food to the tables in the ship's messroom and officer's saloon.
7. Sets out the "night lunches" for watchstanders preparing to start late night watches as well as setting and clearing tables.
8. Clean the ship's mess and officer's saloon and the gear in both.
9. Responsible for other cleaning duties such as stairways and passageways, laundry rooms, refrigerated spaces, storerooms, linen lockers, the ship's office, the radio room and any other areas assigned to the steward's department.
10. Maintain personal hygiene, including clothing and keep living areas in a clean and sanitary condition.
11. Report promptly to the master or mate the existence of any personal medical problem or injury.

## **LEVEL 3**

### **SECOND OFFICER/SECOND MATE**

A SECOND OFFICER/SECOND MATE IS DESIGNATED USUALLY IN CHARGE OF NAVIGATION AND IS THE NEXT LICENSED POSITION ABOVE THIRD OFFICER AND BELOW CHIEF OFFICER IN DECK DEPARTMENT.

A SECOND OFFICER/SECOND MATE MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Act as Second Mate which is typically the navigation officer aboard a ship.
2. Develop the voyage plans under the direction of the ship's Master includes undocking, departure, the en route portion of a voyage, approach and mooring at the destination.
3. Provide the Chief Mate with assistance in tank cleaning on oil tankers.
4. Comply to international rules and regulation as Second Mate (2/M) or Second Officer is a licensed member of the deck department.
5. Perform second mate responsibility as the third in command and a watchkeeping officer, customarily the ship's navigator.
6. Perform navigator role focuses on creating the ship's passage plans.
7. Responsible to the captain for keeping the ship, its crew and its cargo safe.
8. Enforce all applicable regulations such as safety of life at sea and pollution regulations.
9. Navigate the ship, to safely avoid traffic and to respond to emergencies.
10. Transmit and receive signals by Morse light and to use the International Code of Signals.
11. Perform any assignment as may be given from time to time by superior.

## **LEVEL 3**

### **THIRD ENGINEER/SECOND ASSISTANT ENGINEER**

A THIRD ENGINEER/SECOND ASSISTANT ENGINEER IS DESIGNATED USUALLY IN CHARGE OF BOILERS, FUEL, AUXILIARY ENGINES, CONDENSATE, FEED SYSTEMS AND MAINTENANCE THAT HAVE TO DO WITH ALL ENGINEERING EQUIPMENT THROUGHOUT THE SHIP.

A THIRD ENGINEER/SECOND ASSISTANT ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Perform third highest marine engineer responsibility in rank.
2. Maintain vessel boilers, fuel, auxiliary engines, condensate and feed systems.
3. Carry out fuel transfer operations duties.
4. In charge of fueling or bunkering.
5. In charge of the boilers, combustion control, soot blowers.
6. In charge of condensate and feed equipment, feed pumps, fuel and condensers.
7. In charge of auxiliary boilers, auxiliary engines on diesel and gas turbine propulsion plants.
8. In charge of incinerator, air compressors, fuel and fuel oil purifiers on diesel and gas turbine propulsion plants.

## **LEVEL 3**

### **CHIEF COOK**

A CHIEF COOK IS DESIGNATED TO DIRECTS AND PARTICIPATES IN THE PREPARATION AND SERVING OF MEALS IN THE SHIP.

A CHIEF COOK MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

**In particular the person will:**

1. Direct and participates in the preparation and serving of meals.
2. Determine timing and sequence of operations required to meet serving times.
3. Inspect galley and equipment for cleanliness and proper storage and preparation of food.
4. Plan or assist in planning meals and taking inventory of stores and equipment.
5. Carry out duties which may overlap with those of the steward's assistant, the chief steward and other steward's department crew members.
6. Maintain personal hygiene, including clothing and keep living areas in a clean and sanitary condition.
7. Report promptly to the master or mate the existence of any personal medical problem or injury.
8. Perform related maintenance in proper order and discipline on the vessel.
9. Carry out others duties that may be assigned by the superior.

## **LEVEL 3**

### **OPERATION JUNIOR EXECUTIVE**

AN OPERATION JUNIOR EXECUTIVE IS DESIGNATED TO ASSIST OVERALL OPERATION RELATED TO LINER'S GROUND OPERATIONS INCLUDING IMPORT, EXPORT, AIR FREIGHT AND SEA FREIGHT.

AN OPERATION JUNIOR EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF LINERS OPERATIONS (IN-SHORE OPERATION).

**In particular the person will:**

1. Attend to berthing vessels and attend to vessels/cargo arrival.
2. Communicate and coordinate with principals, overseas branches/offices, government and related agencies.
3. Handle all operation/shipping issues and monitor closely the vessels' schedules.
4. Attend customer inquiries and give feedback to customer.
5. Back up freight executive to liaise closely and coordinate with shippers, consignees, shipping agents, port authority and government agencies with regards to vessels, cargo and documentation matters.
6. Handle all import shipments including FCL and LCL air freight and sea freight.
7. Handle all export shipments including FCL and LCL air freight and sea freight.
8. Carry out proper handling of existing customers and new traffic business.
9. Gather data for preparation of freight shipment report on weekly/monthly basis.

## **LEVEL 4**

### **FIRST OFFICER/FIRST MATE**

A FIRST OFFICER/FIRST MATE IS DESIGNATED TO ASSIST CHIEF OFFICER/ CHIEF MATE AS HEAD OF THE DECK DEPARTMENT.

A FIRST OFFICER/FIRST MATE MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Act as a head of the deck department on vessel, second-in-command after the ship's Master.
2. Responsible to the vessel's cargo operations and its stability.
3. Supervise on behalf of Chief Mate the deck crew day to day operation.
4. Perform as Chief Mate assistant to manage and control safety and security of the ship as well as the welfare of the crew on board.
5. Perform as Chief Mate assistant to organise maintenance of the ship's hull, cargo gears, accommodations, the life saving appliances and the firefighting appliances.
6. Train the crew and cadets on various aspects like safety, firefighting, search and rescue and various other contingencies.
7. Perform as Chief Mate assistant to perform as watchstander and is in charge of the ship's cargo and deck crew.
8. Perform as Chief Mate assistant to oversees the loading, stowage, securing and unloading of cargoes.
9. Perform watchstanding duties - responsible to the captain for keeping the ship, crew and cargo safe for each days.
10. Perform sea watch duties - the mate on watch has three fundamental duties: navigate the ship, safely avoid traffic and respond to any emergencies that may arise.

11. Transmit and receive signals by Morse light and to use the International Code of Signals.
12. Perform medical tasks and follow instructions given by radio or obtained from guides.

## **LEVEL 4**

### **SECOND ENGINEER/FIRST ASSISTANT ENGINEER**

A SECOND ENGINEER/FIRST ASSISTANT ENGINEER IS DESIGNATED AS OFFICER WHO RESPONSIBLE FOR SUPERVISING THE DAILY MAINTENANCE AND OPERATION OF THE ENGINE DEPARTMENT.

A SECOND ENGINEER/FIRST ASSISTANT ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Perform a First Assistant Engineer role as a licensed member of the engineering department on vessel.
2. Supervise daily maintenance and operation of the engine department and reports directly to the Chief Engineer.
3. Perform responsibility as second in command of the engine department after the ship's Chief Engineer.
4. Perform operational duties include responsibility for the refrigeration systems, main engines (steam/gas turbine, diesel) and any other equipment not assigned to the Second Assistant Engineer/Third Engineer or the Third Assistant Engineer/Fourth Engineer(s).
5. In charge of preparing the engine room for arrival, departure or standby.
6. Oversees major overhauls on critical equipment.
7. Prepare maintenance report to superior.
8. Carry out safety practice throughout the entire engineering ship operation.
9. Perform other responsibilities that may be assigned by the vessel's Captain.

## **LEVEL 4**

### **CHIEF STEWARD**

A CHIEF STEWARD IS DESIGNATED AS THE SENIOR UNLICENSED CREW MEMBER WORKING IN THE STEWARD'S DEPARTMENT OF A SHIP.

A CHIEF STEWARD MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Directs, instructs and assigns personnel performing such functions as preparing and serving meals, cleaning and maintaining officers' quarters and steward department areas and receiving, issuing and inventorying stores.
2. Plan menus for vessel operating staff.
3. Carry out compiles supply, overtime and cost control records and issue requisition or purchase stores and equipment.
4. Perform additional duties which may include baking bread, rolls, cakes, pies and pastries.
5. Perform overlap duties when required with those of the Steward's Assistant, the Chief Cook and other Steward's Department crewmembers.
6. Supervise duties performed by Steward's Assistant, Chief Cook and other Steward's Department crewmembers.
7. Prepare department report related to steward operations.
8. Report to Boat Captain for any irregularities and others as required.
9. Maintain personal hygiene, including clothing and keep living areas in a clean and sanitary condition.
10. Report promptly to the master or mate the existence of any personal medical problem or injury.
11. Perform related maintenance in proper order and discipline on the vessel.
12. Carry out others duties that may be assigned by the superior.

## **LEVEL 4**

### **FREIGHT EXECUTIVE**

A FREIGHT EXECUTIVE IS DESIGNATED TO CONTROL AND MANAGE OVERALL OPERATION RELATED TO SHIPMENTS INCLUDING IMPORT, EXPORT, AIR FREIGHT AND SEA FREIGHT.

A FREIGHT EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF LINERS OPERATIONS (IN-SHORE OPERATION).

**In particular the person will:**

1. Attend customer inquiries and feedback to customer.
2. Monitor closely the vessels' schedules.
3. Liaise closely and coordinate with shippers, consignees, shipping agents, port authority and government agencies with regards to vessels, cargo and documentation matters.
4. Handle all import shipments including FCL and LCL air freight and sea freight.
5. Handle all export shipments including FCL and LCL air freight and sea freight.
6. Attend to vessels/cargo arrival.
7. Monitor proper handling of existing customers and new traffic business.
8. Prepare freight shipment report on weekly/monthly basis.

## **LEVEL 4**

### **LINER OPERATIONS EXECUTIVE**

A LINER OPERATIONS EXECUTIVE IS DESIGNATED TO PERFORM MANAGERIAL FUNCTION IN LINER'S COMPANY.

A LINER OPERATIONS EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF LINERS OPERATION (OFF-SHORE/IN-SHORE).

#### **In particular the person will:**

1. Back up operation manager in managing liner operations activities including monitoring of space utilizations.
2. Lead the entire operation department and ensure 100% customer satisfaction by fulfilling logistic requirements.
3. Manage smooth and efficiency of the overall daily logistic operation.
4. Manage information in port system is correct and making sure that Customer Service is informed about Custom held export units for further actions.
5. Attend to specific requests from shippers such as late gate-in, early gate-in, problem at terminal gate and submission of SSR- special service request.
6. Responsible for Liner operations procedures and processes, making it run optimally and efficiently, avoiding duplication of works.
7. Work effectively across/beyond specific functions in order to meet overall department objectives.
8. Update the team leader on daily activities, highlight operation related issues and propose/suggest actions to be taken.

## LEVEL 4

### HUSBANDING EXECUTIVE

A HUSBANDING EXECUTIVE IS DESIGNATED TO ENSURE THAT FULL COMPLIANCE IS MAINTAINED WITH REGARDS TO THE REQUIREMENTS OF THE VARIOUS GOVERNMENTS AUTHORITIES IN PORT.

A HUSBANDING EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF LINERS OPERATIONS (IN-SHORE OPERATION).

**In particular the person will:**

1. Monitor that full compliance is maintained with regards to the requirements of the various government authorities in Port e.g. Immigration, Customs, Health and Harbour Master.
2. Deal with issues pertaining to the clearance of crew and vessels in Port.
3. Coordinate the requirements and all arrangements necessary for delivery of ship spares, garbage disposal, sludge removal, crew mail, sign-on/off, cash to master etc.
4. Maintain close contact with terminal/shift manager to get the latest update on vessel departure and preparation for arrival of vessel.
5. Deal with suppliers and vessel operators, providing the latest information on vessel arrival and departure.
6. Attend to emergencies and distress messages form the vessel if any.
7. Be prepared and prompt to assist the vessel and crew in the event of quarantine, stowaways, refugees, sick crew etc. Familiar with the document formalities, procedures and contacts in such event.

## **LEVEL 5**

### **CHIEF OFFICER/CHIEF MATE**

A CHIEF OFFICER/CHIEF MATE IS DESIGNATED TO PERFORM AS HEAD OF THE DECK DEPARTMENT ON A MERCHANT VESSEL AND SECOND-IN-COMMAND AFTER THE SHIP'S MASTER.

A CHIEF OFFICER/CHIEF MATE MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Act as a head of the deck department on vessel, second-in-command after the ship's Master and supervise deck crew day to day operation.
2. Responsible to the vessel's cargo operations and its stability.
3. Manage and control safety and security of the ship as well as the welfare of the crew on board.
4. Organise maintenance of the ship's hull, cargo gears, accommodations, the life saving appliances and the firefighting appliances.
5. Train the crew and cadets on various aspects like safety, firefighting, search and rescue and various other contingencies.
6. Perform as watchstander and is in charge of the ship's cargo and deck crew.
7. Oversees the loading, storage, securing and unloading of cargoes.
8. Perform watchstanding duties - responsible to the captain for keeping the ship, crew and cargo safe for each days.
9. Perform sea watch duties - the mate on watch has three fundamental duties: navigate the ship, safely avoid traffic and respond to any emergencies that may arise.
10. Transmit and receive signals by Morse light and to use the International Code of Signals.
11. Perform medical tasks and follow instructions given by radio or obtained from guides.

## **LEVEL 5**

### **CHIEF ENGINEER**

A CHIEF ENGINEER IS DESIGNATED TO PERFORM A VARIETY OF DUTIES AND RESPONSIBLE FOR ALL OPERATIONS AND MAINTENANCE THAT HAVE TO DO WITH ALL ENGINEERING EQUIPMENT THROUGHOUT THE SHIP.

A CHIEF ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Oversee the engine department overall operation.
2. Responsible for all operations and maintenance that have to do with all engineering equipment throughout the entire ship.
3. Responsible for the overall engineering projects undertaken for or by a company.
4. Determines the fuel, lube oil and other consumables required for a voyage, required inventory for spare parts, oversees fuel, lube and slop oil transfers.
5. Prepare the engine room for inspection by local marine/safety.
6. Oversee all major maintenance, is required to be in the engine room during maneuvering operations.
7. In charge of the engine room during emergency situations.
8. Responsible for operating and maintaining the engine room and other mechanical systems and equipment aboard the vessel to which he/she is assigned.
9. Responsible for the safe and efficient operation of the vessel and its tow, including but not limited to compliance with flag state and classification society regulations.

10. Responsible for the seaworthiness of the vessel.
11. Responsible for the safety of the crew, protection of the environment, operational, maintenance administration and paperwork, cost control, crew supervision and on the job training.
12. Recognize as essential to his/her responsibility as manager of the vessel's mechanical systems.
13. Perform other responsibilities that may be assigned by the vessel's Captain.

## **LEVEL 5**

### **LINER OPERATIONS MANAGER**

A LINER OPERATIONS MANAGER IS DESIGNATED TO PERFORM MANAGERIAL FUNCTION IN LINER'S COMPANY.

A LINER OPERATIONS MANAGER MAY BE FOUND IN VARIOUS SUB SECTORS OF LINERS AND SEA FLEET OPERATION.

**In particular the person will:**

1. Managing liner operations activities including monitoring of space utilizations.
2. Lead the entire operation department and ensure 100% customer satisfaction by fulfilling logistic requirements.
3. Update missing information in port system.
4. Justify information in port system is correct and make sure that Customer Service is informed about Custom held export units for further actions.
5. Attend to specific requests from shippers such as late gate-in, early gate-in, problem at terminal gate and submission of SSR- special service request.
6. Responsible for Liner operations procedures and processes, making it run optimally and efficiently, avoiding duplication of works.
7. Liaise with authority for locally supported tasks and ensure smooth operations of container and data.
8. Take corrective action towards container overweight and no-shows.
9. Drive liner cost and key performance indicators.

## **LEVEL 6**

### **CAPTAIN/MASTER/MASTER MARINER**

A CAPTAIN/MASTER/MASTER MARINER IS DESIGNATED TO ACT ON BEHALF OF THE SHIP'S OWNER.

A CAPTAIN/MASTER/MASTER MARINER MAY BE FOUND IN VARIOUS SECTORS OF SEA TRANSPORT OPERATOR SUCH AS MERCHANT VESSEL AND PASSENGER VESSEL.

#### **In particular the person will:**

1. Responsible in all aspects for a ship underway.
2. Perform the whole captaincies range of responsibilities includes which navigational route to take, what items to purchase from next port, whether to dismiss a shipmate for his or her incompetence or even what should be on the dinner menu for the whole ship.
3. Use the right to use deadly force to suppress piracy and mutiny.
4. Perform enormous legal powers and is responsible in all aspects for a ship underway.
5. Perform unwritten responsibility that the captain must be the last one to evacuate the ship.
6. Perform captaincies moral responsibility towards all his or her ship mates' health, safety as well as wellbeing.
7. Manage overall vessel operation with captaincies power.

# JOB TITLES

(MULTIMODAL TRANSPORT OPERATOR (MTO))

***LEVEL 1***

**MTO DESPATCH CLERK**

***LEVEL 2***

**MTO FREIGHT SENIOR CLERK**

***LEVEL 3***

**MTO FREIGHT SUPERVISOR**

***LEVEL 4***

**MTO FREIGHT EXECUTIVE**

***LEVEL 5***

**MTO FREIGHT MANAGER**

***LEVEL 6***

***Not Available***

***LEVEL 7***

***Not Available***

***LEVEL 8***

***Not Available***

## LEVEL 1

### MTO DESPATCH CLERK

MTO DESPATCH CLERK IS DESIGNATED TO HANDLE OVERALL MULTIMODAL FREIGHT SHIPMENT AND OPERATIONS.

MTO DESPATCH CLERK MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS FREIGHT FORWARDING, SHIPPING AGENT, LOGISTIC SERVICE PROVIDER AND ETC.

**In particular the person will:**

1. Carry out physical custom clearance.
2. Collect D/O and B/L from related freight parties.
3. Send L/C to bank for notification.
4. Carry out collection of fumigation certificate.
5. Deal with related agency to get approval document (BOMBA, Jabatan Perikanan, Jabatan Pertanian, MITI, MPOB, etc).
6. Give advise to superior base on experience on insurance matters.
7. Notify insurance claim issues.
8. Perform other duties as instructed by immediate superior.
9. Perform product handling of a variety of chemicals, petrochemicals and others in an industrial work environment. The product handling will be by way of barges, tank-to-tank transfers, tank car and tank truck, boiler operations and/or other work required within the terminal.
10. Perform associated work as directed by work orders and/or supervision consistent with standard operating procedures, state and local regulations in a safe, timely and cost effective manner.
11. Performs housekeeping responsibilities around operational activities, on the grounds and at the buildings.

12. Participates in company training programs and related testing.
13. Perform all work in compliance with company standards and procedures requirements.
14. Work with a team, take direction from supervisor(s), adhere to required work schedules, focus attention on details and follow work rules, as well as, take on additional job responsibilities as needed.
15. Demonstrate superior work ethic and dependability.

## LEVEL 2

### MTO FREIGHT SENIOR CLERK

A MTO FREIGHT SENIOR CLERK IS DESIGNATED TO HANDLE OVERALL MULTIMODAL FREIGHT SHIPMENT AND OPERATIONS.

A MTO FREIGHT SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS FREIGHT FORWARDING, SHIPPING AGENT, LOGISTIC SERVICE PROVIDER AND ETC.

**In particular the person will:**

1. In charge of container delivery request and Generate necessary job file and update reports for haulage activities.
2. Plan and monitor containers delivery/collection schedules and daily Update System Data and Details.
3. Work effectively across/beyond specific functions in order to meet overall department objectives and update the team leader on daily activities, highlight operation related issues and propose/suggest actions to be taken.
4. Prepare monthly reports, monitor performance and provide suggestions/solutions.
5. Prepare documentations and coordinating shipment such as Bill of Lading, Insurance, Fumigation Certificate & etc.
6. Coordinate and arrange preparation of Certificate of Origin, GSP Application & etc., and carry out liasing with Customers, Carriers and Freight Forwarder on LCL/FCL documentation & billings.
7. Carry out Liasing with Overseas agents on pre-advise documentation and DN/CN for agent refunds.
8. In charge of billing/Payments to customers, vendors and overseas agent.
9. Preparing documentation relating to MTO operation such as Custom Form, Tariff Code, Duty & Tax, Exemption, Facilities, Survey Report and Insurance.

## **LEVEL 3**

### **MTO FREIGHT SUPERVISOR**

A MTO FREIGHT SUPERVISOR IS DESIGNATED TO HANDLE OVERALL MULTIMODAL FREIGHT SHIPMENT AND OPERATIONS.

A MTO FREIGHT SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTERGRATED LOGISTIC SERVICES SUCH AS FREIGHT FOWARDING, SHIPPING AGENT, LOGISTIC SERVICE PROVIDER AND ETC.

**In particular the person will:**

1. Attend customer inquiries and feedback to customer.
2. Monitor closely the vessels' schedules and to liaise closely and coordinate with shippers, consignees, shipping agents, port authority and government agencies with regards to vessels, cargo and documentation matters.
3. Handle all shipments including import, export, air freight and sea freight.
4. Attend to vessel/cargo arrival.
5. Ensure proper handling of existing customers and new traffic business.
6. Supervise entire operation department and ensure 100% customer satisfaction by fulfilling the deliver deadlines and logistic requirements of our existing customers.
7. Develop new businesses from existing clientele and assisting the resident director on new business inquiries.
8. Responsible for operation cost control including prompt costing and billing for each shipment executed.

## **LEVEL 4**

### **MTO FREIGHT EXECUTIVE**

A MTO FREIGHT EXECUTIVE IS DESIGNATED TO HANDLE OVERALL MULTIMODAL FREIGHT SHIPMENT AND OPERATIONS.

A MTO FREIGHT EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS FREIGHT FORWARDING, SHIPPING AGENT, LOGISTIC SERVICE PROVIDER AND ETC.

#### **In particular the person will:**

1. Responsible for the success of the operation including overall direction, coordination and evaluation of the team.
2. Oversee warehouse operations, ensuring established operational procedures are being followed to effectively meet/exceed customer requirements.
3. Develop and implement changes to operational systems to improve the flow in customer service, order management and shipping.
4. Lead the entire operation department and ensure 100% customer satisfaction by fulfilling the deliver deadlines and logistic requirements of our existing customers.
5. Develop new businesses from existing clientele and assisting the resident director on new business inquiries.
6. Responsible for operation cost control including prompt costing and billing for each shipment executed.
7. Confirm that inventory and cycle counts are performed and make appropriate investigations and adjustments.
8. Motivate department employees, encouraging optimum productivity.
9. Advise, Assist and expedite procedures to resolve conflict.
10. Assure a safe working environment for employees and provide necessary training in order to provide a safe and clean workplace for employees and within the regulations of all OSHA and other applicable provincial legislations.

## **LEVEL 5**

### **MTO FREIGHT MANAGER**

A MTO FREIGHT MANAGER IS DESIGNATED TO RESPONSIBLE AND ACCOUNTABLE FOR ALL COMPANY ASSETS, PERSONNEL, OPERATIONAL ACTIVITIES AND CUSTOMER SERVICE WITHIN THE SCOPE AND RESPONSIBILITY OF MTO OPERATION.

A MTO FREIGHT MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS FREIGHT FOWARDING, SHIPPING AGENT, LOGISTIC SERVICE PROVIDER AND ETC.

#### **In particular the person will:**

1. Plan, direct, coordinate and supervise the Company's fleet management operations at the same time meeting and complying with the Company's Health Safety, Security and Environment Policy (HSSE) to ensure the consistent delivery of excellent customer service while at the same time ensuring cost operational effectiveness and efficiency.
2. Implement & execute MTO fleet management operations-maintenance & repair programs, fleet spare parts, driver management, truck management, journey management, processes & system delivered in a safe, efficient & incident free manner.
3. Manage KPIs for MTO fleet activities & take appropriate corrective actions. Communicate & share fleet KPIs to ensure superior execution.
4. Conduct team management meetings to plan and review performances, communicate direction, address issues and obtain feedback.
5. Provide support to conduct customers' site visits to educate customers on product receiving procedure, investigate customers' complain, attend to customers' enquiries & respond to any incident at customers premises when required.
6. Conduct, arrange & participate in all fire fighting, oil spill training & joint drill with local fire brigade. Report incidents and conduct incident investigations and submit formal reports to management.

7. Manage the entire MTO operation department and ensure 100% customer satisfaction by fulfilling the deliver deadlines and logistic requirements of customers.
8. Develop new businesses from existing clientele and assist on new business inquiries.
9. Responsible for operation cost control including prompt costing and billing for each shipment executed.

# JOB TITLES

(TERMINAL OPERATION SERVICES PROVIDER)

## *LEVEL 1*

PORT TERMINAL OPERATION OPERATOR  
AIRPORT TERMINAL OPERATION OPERATOR  
IN-LAND PORT TERMINAL OPERATION OPERATOR  
RAILWAY STATION TERMINAL OPERATOR

## *LEVEL 2*

TERMINAL OPERATION COORDINATOR

## *LEVEL 3*

TERMINAL OPERATION SUPERVISOR

## *LEVEL 4*

TERMINAL OPERATION EXECUTIVE

## *LEVEL 5*

TERMINAL OPERATION MANAGER

## *LEVEL 6*

*Not Available*

***LEVEL 7***

***Not Available***

***LEVEL 8***

***Not Available***

## LEVEL 1

### PORT TERMINAL OPERATION OPERATOR

A PORT TERMINAL OPERATION OPERATOR IS DESIGNATED TO PERFORM DAY-TO-DAY OPERATION IN PORT TERMINAL.

A PORT TERMINAL OPERATION OPERATOR MAY BE FOUND IN INTEGRATED LOGISTIC SERVICES SECTORS SUCH AS SEA PORT TERMINALS.

**In particular the person will:**

1. Perform product handling for a variety of products and others in an industrial work environment. The product handling will be by way of barges, tank-to-tank transfers, tank car and tank truck, boiler operations and/or other work required within the terminal.
2. Perform associated work as directed by work orders and/or supervision consistent with standard operating procedures, state and local regulations in a safe, timely and cost effective manner.
3. Transfer chemical, component, petroleum products and/or other products to and from various bulk containers including rail cars and tank trucks.
4. Open and close valves, connect and disconnect hoses in order to allow for the proper product transfer.
5. Drive forklift and other material handling equipment safely or and when required.
6. Carry out break bulk handling activities as per given instruction.
7. Liaise with Port Authorities when performing job to comply with rules and regulations.
8. Perform daily walk around inspections of the handling equipment over a multi-acre facility.
9. Performs heating functions of required products in terminal storage facilities and mode units as required.
10. Conducts spill clean up operations as required.

11. Performs housekeeping responsibilities around operational activities, on the grounds and at the buildings.
12. Properly label containers and vessels as required per regulations.
13. Participates in company training programs and related testing.
14. Actively participate in safety programs and initiatives.
15. Perform all work in compliance with company standards and procedures requirements.
16. Work with a team, take direction from supervisor(s), adhere to required work schedules, focus attention on details and follow work rules, as well as, take on additional job responsibilities as needed.
17. Demonstrate superior work ethic and dependability.
18. Wear standard PPE (Hard Hat, Goggles, Rain Gear, Steel Toe Boots) and qualify to wear a Full Face Respirator during commencement of works.

# LEVEL 1

## AIRPORT TERMINAL OPERATION OPERATOR

A AIRPORT TERMINAL OPERATION OPERATOR IS DESIGNATED TO PERFORM DAY-TO-DAY OPERATION IN PORT TERMINAL.

A AIRPORT TERMINAL OPERATION OPERATOR MAY BE FOUND IN INTEGRATED LOGISTIC SERVICES SECTORS.

### **In particular the person will:**

1. Perform product handling for a variety of products and others in an industrial work environment. The product handling will be by way of barges, truck and/or other work required within the terminal.
2. Perform associated work as directed by work orders and/or supervision consistent with standard operating procedures, state and local regulations in a safe, timely and cost effective manner.
3. Transfer cargos, products and/or other products to and from various bulk containers.
4. Operate ground service equipment which includes motor vehicles and elevated de-icing equipment.
5. Drive forklift and other material handling equipment safely or and when required.
6. Carry out break bulk handling activities as per given instruction.
7. Load and unload cargos from compartment of aircraft and baggage system.
8. Load and unloads palettes onto and off loading dock.
9. Liaise with Airport Authorities when performing job to comply with rules and regulations.
10. Perform daily walk around inspections of the handling equipment over a multi-acre facility.

11. Conducts spill clean up operations as required.
12. Performs housekeeping responsibilities around operational activities, on the grounds and at the buildings.
13. Participates in company training programs and related testing.
14. Actively participate in safety programs and initiatives.
15. Perform all work in compliance with company standards and procedures requirements.
16. Work with a team, take direction from supervisor(s), adhere to required work schedules, focus attention on details and follow work rules, as well as, take on additional job responsibilities as needed.
17. Demonstrate superior work ethic and dependability.
18. Wear standard PPE (Hard Hat, Goggles, Rain Gear, Steel Toe Boots), and qualify to wear a Full Face Respirator during commencement of works.

## **LEVEL 1**

### **IN-LAND PORT TERMINAL OPERATION OPERATOR**

A IN-LAND PORT TERMINAL OPERATION OPERATOR IS DESIGNATED TO PERFORM DAY-TO-DAY OPERATION IN IN-LAND PORT TERMINAL.

A IN-LAND PORT TERMINAL OPERATION OPERATOR MAY BE FOUND IN INTEGRATED LOGISTIC SERVICES SECTORS SUCH AS AT NILAI IN-LAND PORT.

#### **In particular the person will:**

1. Perform product handling for a variety of products and others in an industrial work environment. The product handling will be by way of barges, truck and/or other work required within the terminal.
2. Perform associated work as directed by work orders and/or supervision consistent with standard operating procedures, state and local regulations in a safe, timely and cost effective manner.
3. Transfer cargos, products and/or other products to and from various bulk containers to truck or warehouse.
4. Operate ground service equipment such as forklift and other material handling equipment safely or and when required.
5. Carry out break bulk handling activities as per given instruction.
6. Load and unload cargos from container or truck.
7. Load and unloads palettes onto and off loading dock.
8. Liaise with In-Land Port Authorities when performing job to comply with rules and regulations.
9. Performs housekeeping responsibilities around operational activities, on the grounds and at the buildings.
10. Participates in company training programs and related testing.

11. Actively participate in safety programs and initiatives.
12. Perform all work in compliance with company standards and procedures requirements.
13. Work with a team, take direction from supervisor(s), adhere to required work schedules, focus attention on details and follow work rules, as well as, take on additional job responsibilities as needed.
14. Demonstrate superior work ethic and dependability.
15. Wear standard PPE (Hard Hat, Goggles, Rain Gear, Steel Toe Boots) and qualify to wear a Full Face Respirator during commencement of works.

## **LEVEL 1**

### **RAILWAY STATION TERMINAL OPERATOR**

A RAILWAY STATION TERMINAL OPERATOR IS DESIGNATED TO PERFORM DAY-TO-DAY OPERATION IN RAILWAY STATION TERMINAL.

A RAILWAY STATION TERMINAL OPERATOR MAY BE FOUND IN INTEGRATED LOGISTIC SERVICES SECTORS SUCH AS AT NILAI TERMINAL, SLIM RIVER TERMINAL AND ETC.

#### **In particular the person will:**

1. Perform cargo handling for a variety of products and others in an industrial work environment. The product handling will be by way of barges, truck and/or other work required within the terminal.
2. Perform associated work as directed by work orders and/or supervision consistent with standard operating procedures, state and local regulations in a safe, timely and cost effective manner.
3. Transfer cargos, products and/or other products to and from various bulk containers to truck or warehouse.
4. Operate ground service equipment such as forklift, crane, locomotive and other material handling equipment safely or and when required.
5. Carry out break bulk handling activities as per given instruction.
6. Load and unload cargos from train, locomotive or truck.
7. Load and unloads palettes onto and off loading dock.
8. Liaise with Railway Terminal Authorities when performing job to comply with rules and regulations.
9. Performs housekeeping responsibilities around operational activities, on the grounds and at the buildings.
10. Participates in company training programs and related testing.

11. Actively participate in safety programs and initiatives.
12. Perform all work in compliance with company standards and procedures requirements.
13. Work with a team, take direction from supervisor(s), adhere to required work schedules, focus attention on details and follow work rules, as well as, take on additional job responsibilities as needed.
14. Demonstrate superior work ethic and dependability.
15. Wear standard PPE (Hard Hat, Goggles, Rain Gear, Steel Toe Boots) and qualify to wear a Full Face Respirator during commencement of works.

## LEVEL 2

### TERMINAL OPERATION COORDINATOR

A TERMINAL OPERATIONS COORDINATOR IS DESIGNATED AS A SUPPORT STAFF WHICH THE RESPONSIBILITY COVERED ALL AREA INVOLVED IN DAILY OPERATION PLANNING.

A TERMINAL OPERATIONS COORDINATOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS SEA PORT TERMINALS, AIR PORT TERMINAL, RAIL TERMINAL AND IN-LAND PORT TERMINAL.

**In particular the person will:**

1. Carry out preparation of all necessary equipment for terminal operations is available prior to the beginning of the operations.
2. Perform associated work as directed by work orders and/or supervision consistent with standard operating procedures, state and local regulations in a safe, timely and cost effective manner.
3. Observe in supervising the gang's vessel/rail/yard and gate operations are according to plan and ensure that the operations and workforce are efficiently organized in order to achieve safe, healthy and high productivity on all levels.
4. Report all problems that will have an effect on the execution of the safety/plan/productivity to the shift manager and ensure operational compliance with safety and security procedures.
5. Support the terminal operations on the dock by participating in the coordination of the terminal activities (truck loading and handling break-bulk, bulk cargoes and containers)
6. Responsible for some administrative duties such as weekly payroll, billing for ships and/or terminal files and human resources.

7. Handle telephone calls and request and display autonomy, team work, flexibility and strong organizational skills.
8. Take direction from supervisor(s), adhere to required work schedules, focus attention on details and follow work rules, as well as, take on additional job responsibilities as needed.

## **LEVEL 3**

### **TERMINAL OPERATION SUPERVISOR**

A TERMINAL OPERATIONS SUPERVISOR IS DESIGNATED AS A RIGHT HAND OF THE MANAGER WHICH HAVE A CLEAR UNDERSTANDING AND CONTROL ON THE DAILY OPERATION PLANNING.

A TERMINAL OPERATIONS SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS SEA PORT TERMINALS, AIR PORT TERMINAL, RAIL TERMINAL AND IN-LAND PORT TERMINAL.

#### **In particular the person will:**

1. Perform as a right hand of the shift manager and have a clear understanding of the daily operation planning.
2. Take ownership and responsibility to ensure that plans are accomplished with 100% accuracy and efficiency.
3. Concentrate and communicate on the “what” of needs to be done and ensure the “how” of that is being performed by subordinate.
4. Focus on maintaining a safe working environment.
5. Take necessary action to ensure that all necessary equipment for operations is available prior to the beginning of the operations.
6. Together with the subordinate, supervise the gang's for vessel/rail/yard and gate operations according to plan.
7. Supervise and ensure that the operations and workforce are efficiently organized in order to achieve safe, healthy and high productivity on all levels.
8. Report all problems that will have an effect on the execution of the safety/ plan/productivity to the shift manager and ensure operational compliance with safety and security procedures.
9. Act as focal point in operations for any stevedore issues.
10. Suggest new ideas and process improvements. Help implement new concepts and motivate the blue collar workforce.

## LEVEL 4

### TERMINAL OPERATION EXECUTIVE

A TERMINAL OPERATIONS EXECUTIVE IS DESIGNATED TO FOR DIRECTING OPERATIONS WITHIN THE TERMINAL ENVIRONMENT WITH THE OBJECTIVE OF MAXIMIZING PRODUCTIVITY, CONTROLLING COSTS AND MAINTAINING A SAFE WORK ENVIRONMENT.

A TERMINAL OPERATIONS EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS SEA PORT TERMINALS, AIR PORT TERMINAL, RAIL TERMINAL AND IN-LAND PORT TERMINAL.

#### **In particular the person will:**

1. Directly supervises labour in the discharge and loading of vessels, in the delivery of services to motor carriers in the yard and coordinating rail and main gate truck transactions.
2. Plan, implement and manage operations to achieve the highest level of performance by directing and supervising work assignments at the terminal in a safe, productive and cost-effective manner.
3. Communicate operational requirements to all personnel and manage resources in order to meet or exceed established performance goals.
4. Manage personnel performance including hiring, resolving performance/work issues and initiating disciplinary action when needed.
5. Manage payroll/overtime costs and scheduling for assigned labour union personnel.
6. Follow operational procedures and processes ensuring efficient and productive customer service and full resource utilization.
7. Develop and maintain relationships with internal and external clients, vendors and agencies.
8. Provide leadership, motivation and delegate to subordinates to achieve goals.
9. Establish a plan of action and coordinate an efficient execution of the plan.

## **LEVEL 5**

### **TERMINAL OPERATION MANAGER**

A TERMINAL OPERATION MANAGER IS DESIGNATED TO DIRECT AND MANAGE THE WORKFORCE AND FACILITIES FOR THE SAFE AND EFFICIENT RECEIPT, STORAGE AND TRANSFER OF MATERIALS AT TERMINAL.

A TERMINAL OPERATION MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS SEA PORT TERMINALS, AIR PORT TERMINAL, RAIL TERMINAL AND IN-LAND PORT TERMINAL.

#### **In particular the person will:**

1. Direct and manage the workforce and facilities for the safe and efficient receipt, storage and transfer of materials at the Port Fernandina marine terminal.
2. Participate in the process to develop terminal objectives. Monitor inventory, maintenance, purchasing, labour, sales and report.
3. Advise senior management of progress toward objectives and develop strategies for necessary adjustments.
4. Confirm terminal production objectives are achieved and consistent with quality standards/requirements and operating costs are consistent with budgetary constraints.
5. Implement and maintain terminal level processes, procedures and standards in compliance with safety and corporate policies.
6. Develop, instruct and discipline the terminal workforce in compliance with standards.
7. Serve as facility representative related to commercial, expansion and development efforts.
8. Recognize and promote ideas that provide safer, more efficient and cost effective operation. Effectively interface with customer representatives, regulators, staff and others as required.

9. Demonstrate effective verbal and written communications to a diverse workforce.
10. Demonstrate knowledge of the products, modes of transport and methods of handling dry bulk materials.
11. Demonstrate knowledge of the regulatory requirements associated with the maritime industry.

# JOB TITLES

(FACILITIES SERVICES PROVIDER)

## *LEVEL 1*

**DESPATCH CLERK**

## *LEVEL 2*

**SHIP BROKER COORDINATOR  
CUSTOM BROKER COORDINATOR  
FREIGHT COORDINATOR**

## *LEVEL 3*

**SHIP BROKER SUPERVISOR  
CUSTOM BROKER SUPERVISOR  
FREIGHT SUPERVISOR**

## *LEVEL 4*

**SHIP BROKER EXECUTIVE  
CUSTOM BROKER EXECUTIVE  
FREIGHT EXECUTIVE**

## *LEVEL 5*

**SHIP BROKER MANAGER  
CUSTOM BROKER MANAGER  
FREIGHT MANAGER**

**LEVEL 6**  
**Not Available**

**LEVEL 7**  
**Not Available**

**LEVEL 8**  
**Not Available**

## LEVEL 1

### DESPATCH CLERK

A DESPATCH CLERK IS DESIGNATED TO HANDLE OVERALL MULTIMODAL FREIGHT SHIPMENT AND OPERATIONS.

A DESPATCH CLERK MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS FREIGHT FORWARDING, SHIPPING AGENT, LOGISTIC SERVICE PROVIDER AND ETC.

**In particular the person will:**

1. Carry out physical custom clearance.
2. Collect D/O and B/L from related freight parties.
3. Send L/C to bank for notification.
4. Carry out collection of fumigation certificate.
5. Deal with related agency to get approval document (BOMBA, Jabatan Perikanan, Jabatan Pertanian, MITI, MPOB, etc).
6. Give suggestion to superior base on experience on insurance matters.
7. Notify insurance claim issues.
8. Perform other duties as instructed by immediate superior.
9. Perform material handling for a variety of product, cargo and others in an industrial work environment.
10. Perform associated work as directed by work orders and/or supervision consistent with standard operating procedures, state and local regulations in a safe, timely and cost effective manner.
11. Perform housekeeping responsibilities around operational activities, on the grounds and at the buildings.
12. Participate in company training programs and related testing.

13. Perform all work in compliance with company standards and procedures requirements.
14. Work with a team, take direction from supervisor(s), adhere to required work schedules, focus attention on details and follow work rules, as well as, take on additional job responsibilities as needed.
15. Demonstrate superior work ethic and dependability.

## LEVEL 2

### SHIP BROKER COORDINATOR

A SHIP BROKER COORDINATOR IS DESIGNATED TO PLAY A PRO-ACTIVE ROLE IN ASSISTING THE SHIPBROKERS IN ALL ASPECTS OF BUYING AND SELLING OF COMMERCIAL VESSELS AS WELL AS NEW BUILDINGS.

A SHIP BROKER COORDINATOR MAY BE FOUND IN INTERGRATED LOGISTIC SUB-SECTOR SUCH AS FORWARDING AGENT, FREIGHT COMPANY AND OTHER FACILITIES SERVICES PROVIDER AT PORT.

**In particular the person will:**

1. Support the shipbrokers and be trained in all aspects of buying and selling of commercial vessels as well as new buildings.
2. Updating of market/commercial information into the shipping system.
3. Updating clients purchase enquiries into the shipping system.
4. Advising the shipbrokers of any sales which are relative to the brokers' clients' interest.
5. Updating the shipbrokers on interesting articles especially those relating to the company's clients.
6. Buy and sell cargo space on ships on behalf of individuals, companies and governments.
7. Consult trade publications and other sources to provide information to clients on available cargo space, destinations, rates and departure locations and times and arrange ship charters for clients.
8. Negotiate rates and terms and prepare contracts and other papers.
9. Buy and sell ships, yachts and other watercraft on behalf of clients.
10. Inspect vessels, explain features and negotiate price when purchasing or selling for clients.
11. Carry out arrangement for insurance coverage for cargo or for ships.
12. Carry out arrangement for registration and licensing of ships.

## **LEVEL 2**

### **CUSTOM BROKER COORDINATOR**

A CUSTOM BROKER COORDINATOR IS DESIGNATED TO MAINTAIN LEGAL AND REGULATORY COMPLIANCE, STAYS CURRENT OF REGULATIONS, COMPILES INFORMATION, KEEPS OTHERS ABREAST OF REQUIREMENTS, OBTAINS APPROVALS, PREPARES SHIPMENTS, MAINTAINS RAPPORT WITH REGULATORY PERSONNEL AND MAINTAINS QUALITY SERVICE.

A CUSTOM BROKER COORDINATOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FORWARDING AGENT, FREIGHT COMPANY AND OTHER FACILITIES SERVICES PROVIDER AT PORT.

#### **In particular the person will:**

1. Inform clients what is required to get their shipments cleared through customs.
2. Strong familiarity with issues of compliance for commercial importation.
3. Sees tasks through to completion, conscientiously and methodically approaches work.
4. Synthesizes all forms of research into clear, thoughtful, actionable deliverables.
5. Develop and maintain strong rapport with clients.
6. Develop and maintain strong working relationships.
7. Prepare and process import/export documents and other forms on behalf of clients according to customs regulations, laws and procedures.
8. Coordinate for payment of duties, taxes, storage and transportation of imported goods and bonds to cover duty goods.
9. Issue quotation for duty and tax rates on commodities for clients.
10. Perform other duties as instructed by management.

## **LEVEL 2**

### **FREIGHT COORDINATOR**

A FREIGHT COORDINATOR IS DESIGNATED TO COORDINATE AND CARRY OUT FREIGHT FORWARDING GROUND HANDLING ACTIVITIES AS STATED IN COMPANY JOB DESCRIPTION.

A FREIGHT COORDINATOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FREIGHT FORWARDING COMPANY, MAS CARGO, CLASS CARGO AND PORT TERMINALS.

**In particular the person will:**

1. Supervise all unload and freight processing equipment is staged and ready for use prior to all shifts.
2. Inspect all equipment to ensure that it is in working order and is put back in place after use.
3. Communicate as necessary to fix/replace any equipment that is not in working order or safe for associates to use.
4. Check for seal discrepancies and misdirected shipments, reports discrepancies to Supervisor and ensures truck is locked and sealed.
5. Communicate with overseas freight forwarders, steamship, rail and trucking companies.
6. Manage data entry and issuance of arrival info to customer contact personnel by use of our in-house EDI system.
7. Carry out cargo tracking using all available communication resources.
8. Update status info on tracking website.
9. Advise customer contact personnel on all new developments concerning cargo within the coordinator's scope of responsibility.
10. Ensure through communication, the smooth flow of freight via network of carriers.
11. Perform any other duties as may be given from time to time.

## **LEVEL 3**

### **SHIP BROKER SUPERVISOR**

A SHIP BROKER SUPERVISOR IS DESIGNATED TO SUPERVISE AND HANDLE DAY-TO-DAY BROKERAGE ACTIVITIES FOR THE COMPANY AND UNSURE THAT THE OPERATION RUN SMOOTHLY TO MET CLIENT DEMAND.

A SHIP BROKER SUPERVISOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FORWARDING AGENT, FREIGHT COMPANY AND OTHER FACILITIES SERVICES PROVIDER AT PORT.

#### **In particular the person will:**

1. Supervise and fully involve in project chartering related issue.
2. Supervise operation of project chartering ships.
3. Handle project chartering/spot market/project cargo sales.
4. Corporate with project sales to negotiate freight rate/shipping terms until fixture.
5. Setup project ship owners/brokers database for sharing.
6. Maintain effective communication with ship owners/brokers in regards to keep fresh sense to the project chartering market.
7. Build freight matrix based on related shipping lanes; closely follow shipping market and keep latest update.
8. Bidding participant on ocean freight rate suggestion and decision.
9. Build time charter trip/time charter operation SOP.
10. Perform as trainer to new employee and other staff concerned on project chartering.
11. Perform cost calculation/shipping market sense sharing in regards to support sales development.
12. Oversee ocean freight indication for sales quotation.
13. Perform other duties assigned by Manager.

## **LEVEL 3**

### **CUSTOM BROKER SUPERVISOR**

A CUSTOM BROKER SUPERVISOR IS DESIGNATED TO HANDLES ALL ASPECTS OF IMPORT SHIPMENTS TO INCLUDE CUSTOMER SERVICE VIA TELEPHONE AND THE DAILY MOVEMENT OF FREIGHT AND DOCUMENTS AND SALES.

A CUSTOM BROKER SUPERVISOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FORWARDING AGENT, FREIGHT COMPANY AND OTHER FACILITIES SERVICES PROVIDER AT PORT.

#### **In particular the person will:**

1. Perform roles as key contact with importers, including all phases of service relating to their requirements.
2. Supervise classification of commercial invoices including distribution of paperwork and filing of entries with the Royal Malaysia Custom department.
3. Prepare entry papers from the commercial invoice in accordance with Royal Malaysia Custom regulations and with adherence to the regulations of other federal agencies.
4. Provide cost quotations to customers, including duty rates on goods to be imported.
5. Arrange transportation of imported goods from port to final destination and the preparation of Inland Bill of Ladings.
6. Responsible for the preparation and presentation of all communication between Royal Malaysia Custom and importers concerning classification, protest and etc.
7. Supervise work of the import department including air and ocean breakbulk.
8. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.

9. Responsible for scheduling, assigning, planning, organizing and overseeing day to day activities and work flow; interviewing, hiring and training employees; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
10. Process requests for information including duty rates, import requirements, and invoicing questions from customers.
11. Supervise the Customs Brokerage team day-to-day activities.
12. Maintain quality control over client databases.

## **LEVEL 3**

### **FREIGHT SUPERVISOR**

A FREIGHT SUPERVISOR IS DESIGNATED TO SUPERVISES THE FREIGHT TEAM AND RESPONSIBLE FOR OVERSEEING THE UNLOAD, PROCESSING AND STOCKING OF ALL INCOMING FREIGHT TO THE SALES FLOOR AND STOCKROOM AREAS, PROCESSING RETURNS TO VENDORS AND TRANSFERS TO OTHER LOCATIONS AND MAINTAINING THE RECEIVING AND STOCK AREAS TO COMPANY STANDARDS. ASSIGNS TASKS, DIRECTS WORKFLOW AND EFFECTIVELY HANDLES EMERGENCIES AND ACCIDENTS.

A FREIGHT SUPERVISOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FREIGHT FORWARDING COMPANY, MAS CARGO, CLASS CARGO AND PORT TERMINALS.

#### **In particular the person will:**

1. Supervise and coordinates activities of workers engaged in loading and unloading incoming and outgoing freight at railroad stations.
2. Determine number of workers and equipment required to load or unload freight, using information obtained from waybills, other shipping records and personal experience.
3. Examine each item of freight for size and weight to determine sequence of loading so that maximum amount of freight can be loaded into each car.
4. Give instructions to MATERIAL HANDLER (any industry) to load freight into cars.
5. Record description of each item of freight and number of car in which it is loaded.
6. Compare items of freight loaded or unloaded with listing on waybill or other shipping records to ensure that all freight is routed to specified destination.

7. Inform adjustment department of damaged freight.
8. Performs other duties as described under SUPERVISOR (any industry) Master Title.
9. Supervise all unload and freight processing equipment is staged and ready for use prior to all shifts.
10. Inspect all equipment to ensure that it is in working order and is put back in place after use.
11. Communicate as necessary to fix/replace any equipment that is not in working order or safe for associates to use.
12. Lead Freight Associates to adhere to Company Best Practices when unloading cargo, fixtures and supplies from trucks and when stocking or moving these items to designated appropriate floor or stockroom areas.
13. Lead Associates in receiving/stocking presentation. Ensures accuracy of completed paperwork, vendor returns, transfers and all other merchandise handling functions.
14. Check for seal discrepancies and misdirected shipments, reports discrepancies to Supervisor and ensures truck is locked and sealed.
15. Lead the replenishment team to utilize all replenishment reports daily and ensures company in-stock goals are maintained.

## LEVEL 4

### SHIP BROKER EXECUTIVE

A SHIP BROKER EXECUTIVE IS DESIGNATED TO ASSIST DEPARTMENT MANAGER IN MANAGING DAY-TODAY OPERATION WITH EXECUTIVE CAPACITY AND TO DEVELOP NEW BUSINESS FOR THE COMPANY.

A SHIP BROKER EXECUTIVE MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FORWARDING AGENT, FREIGHT COMPANY AND OTHER FACILITIES SERVICES PROVIDER AT PORT.

**In particular the person will:**

1. Responsible for fixing spot cargoes on various routes on assigned ships in order that profit may be maximized, given market conditions or strategic goals may be met.
2. Maintain a thorough knowledge of all relevant charter party forms and company standard terms.
3. Prepare voyage profit/loss reports and travel reports.
4. Collect information and build up a contact list of potential customers (on B2B and B2C basis).
5. Contacting freight forwarders and shippers to introduce the company services.
6. Create an awareness of the company presence in this market.
7. Persuade customers to use the company services.
8. Developing the customer base and maintaining accurate information on the database to support this on an ongoing basis.
9. Market via a variety of media to potential clients to ensure consistent client base growth.
10. Ensure ongoing effective relationships with customer base.

11. Having an expert understanding of: the aircraft we use for transporting cargo, their range, payload, flight plans, flight times, fuel, handling, availability etc.
12. Assisting team and manager with ad hoc projects as required.
13. Meeting deadlines for all projects.
14. Participate in the training of chartering assistants and trainees.

## **LEVEL 4**

### **CUSTOM BROKER EXECUTIVE**

A CUSTOM BROKER EXECUTIVE IS DESIGNATED TO EXECUTE CUSTOM BROKERAGE ACTIVITIES WHICH INCLUDE PREPARING AND PROCESS IMPORT/EXPORT DOCUMENTS AND OTHER FORMS ON BEHALF OF CLIENTS ACCORDING TO CUSTOMS REGULATIONS, LAWS AND PROCEDURES.

A CUSTOM BROKER EXECUTIVE MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FORWARDING AGENT, FREIGHT COMPANY AND OTHER FACILITIES SERVICES PROVIDER AT PORT.

#### **In particular the person will:**

1. Manage proper documentation and procedures are maintained in accordance with Royal Malaysia Custom standards.
2. Confirm employees comply with rate and service requirements established by customers.
3. Oversee established margins and budgetary target are met.
4. Assign specific duties to supervisors and staff as required.
5. Prepare and process import/export documents and other forms on behalf of clients according to customs regulations, laws and procedures.
6. Sign import/export documents on behalf of client, using power of attorney.
7. Arrange for payment of duties, taxes, storage and transportation of imported goods and bonds to cover duty goods.
8. Quote duty and tax rates on commodities for clients.
9. Provide advice to clients on export and import restrictions, tariff systems, letters of credit, insurance requirements and other custom related matters.
10. Represent client before administrative tribunals or in other dealings with government officials.

## **LEVEL 4**

### **FREIGHT EXECUTIVE**

A FREIGHT EXECUTIVE IS DESIGNATED TO PROVIDE CO-ORDINATION AND BOOKING OF SHIPMENTS, SUPPORT TO PROJECT MANAGER, ARRANGING OF PROJECT SPECIFIC DOCUMENTATION, TRACKING OF CARGO AND INPUTTING TO PROJECT TRACKING SYSTEM.

A FREIGHT EXECUTIVE MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FREIGHT FORWARDING COMPANY, MAS CARGO, CLASS CARGO AND PORT TERMINALS.

#### **In particular the person will:**

1. Provide co-ordination and booking of multimodal shipments, support to project manager, arranging of project specific documentation, tracking of cargo and inputting to project tracking system.
2. Liaise with Project/Operations Manager for assignment of project specific tasks.
3. Interface with cargo vendors including call forward of equipment for shipment.
4. Arrange booking of cargo with carriers, internal service providers and agents in all modes i.e., sea: FCL/LCL, breakbulk and out of gauge (OOG), air and land.
5. Develop and implement work with overseas counterparts as may be required including final site delivery often in remote locations.
6. Arrange all necessary documentation as may be necessary to meet project requirements.
7. Conduct with safe project execution to the client's satisfaction, consistent with cost, schedule and contractual requirements.
8. Verify that project cargo is handled in accordance with correct handling procedures as stipulated by project clientele.

9. Support for Operations Manager to ensure overall project delivery on time and budget as well as expected results for HSE and client satisfaction.
10. Verify the project execution is in accordance with policies, procedures, systems and requirements as requested by Project/Operations Manager.
11. Support in implementation of appropriate commercial and contractual controls across the projects teams in order to effectively manage risk and maximise financial return.

## **LEVEL 5**

### **SHIP BROKER MANAGER**

A SHIP BROKER MANAGER IS DESIGNATED TO MANAGE DAY-TODAY OPERATION OF THE SHIP BROKER ORGANIZATIONS WITH OBJECTIVE TO PROMOTE COMPANY'S BUSINESS ACTIVITIES THROUGH INTERACTING WITH OTHER OWNERS, BROKERS, PRINCIPALS, CLIENTS AND AGENTS.

A SHIP BROKER MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FORWARDING AGENT, FREIGHT COMPANY AND OTHER FACILITIES SERVICES PROVIDER AT PORT.

#### **In particular the person will:**

1. Buy and sell cargo space on ships on behalf of individuals, companies and governments.
2. Consult trade publications and other sources to provide information to clients on available cargo space, destinations, rates and departure locations and times and arrange ship charters for clients.
3. Negotiate rates and terms and prepare contracts and other papers.
4. Buy and sell ships, yachts and other watercraft on behalf of clients.
5. Inspect vessels, explain features and negotiate price when purchasing or selling for clients.
6. Arrange for insurance coverage for cargo or for ships.
7. Arrange for registration and licensing of ships.
8. Develop new business and enhance existing customer relations.
9. Actively promote the company's business activities through interacting with other owners, brokers, principals, clients, agents etc.
10. Calculate voyage estimates and assist with budgeting and preparation of commercial tenders.

11. Monitor market conditions and rates for the industry through all appropriate means in addition to keeping management apprised of upcoming major contracts and outcomes of tender awards.
12. Chartering of tugs/barges/offshore tonnage or other vessels for both owned and Principal's tonnage.
13. Brokerage for the Sale and purchase of vessels.
14. Co-ordinate with agency and operations on all aspects of joint projects and initiate any enhancements that will enhance customers' satisfaction.
15. Plan and organise resources for all turn key projects to ensure that they are being effectively carried out and sufficiently resourced.
16. Prepare relevant contract when a job is secure and liaise in negotiation of contracts.
17. Organise operational matters or activities as and when required.
18. Work with management to develop and execute continuous improvements within the ship-broking department, develop specific initiatives and key performance indicators.

## **LEVEL 5**

### **CUSTOM BROKER MANAGER**

A CUSTOM BROKER MANAGER IS DESIGNATED TO MANAGE DAY-TO-DAY OPERATION IN CUSTOM BROKERAGE DEPARTMENT AND ENSURING THAT ALL OPERATION RELATED TO ROYAL CUSTOM DEPARTMENT ARE PROPERLY HANDLE, TIMELY AND ACCURATE.

A CUSTOM BROKER MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FORWARDING AGENT, FREIGHT COMPANY AND OTHER FACILITIES SERVICES PROVIDER AT PORT.

#### **In particular the person will:**

1. Communicate with Customs, customers and overseas offices to effectively release incoming shipments and resolve Customs delays.
2. Process and issue duty check payments to Royal Malaysia Custom.
3. Help to resolve known problems/issues.
4. Audit Import/Export Brokerage files prior to mailing invoices to Customers.
5. Help maintain compliance measurements for import/export operation.
6. Manage proper documentation and procedures are maintained in accordance with Royal Malaysia Custom standards.
7. Confirm employees comply with rate and service requirements established by customers.
8. Oversee established margins and budgetary target are met.
9. Assigns specific duties to supervisors and staff as required.
10. Verify all employees are fully trained in all aspects of their perform job as well as cross-trained in other areas when possible.
11. Manage and controls all ground cost margins.

12. Prepare monthly activity/revenue report.
13. Prepare and provide customers and overseas office with rate quotations.
14. Maintain employee records and completes yearly employee performance reviews.
15. Liaise with all related vendors to ensure highest level of service is achieved.
16. Manage and answers customer inquires and other related customer service functions.

## **LEVEL 5**

### **FREIGHT MANAGER**

A FREIGHT MANAGER IS DESIGNATED TO COORDINATE AND PLAN DEPARTMENT RESOURCES TO INSURE EFFICIENT AND TIMELY PROCESSING OF IMPORT AND EXPORT FREIGHT SHIPMENTS.

A FREIGHT MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS FREIGHT FORWARDING COMPANY, MAS CARGO, CLASS CARGO AND PORT TERMINALS.

#### **In particular the person will:**

1. Manage performance of all department members using effective leadership, communication, motivation and feedback.
2. Verify that staff has the tools and information required to support their efforts and maximize their performance.
3. Verify that files are processed timely and accurately maximizing potential profitability.
4. Identify and implement process improvement initiatives.
5. Verify department meets and exceeds customer service expectations in overall service delivery.
6. Resolve staff, agent, vendor and client issues through to a satisfactory resolution.
7. Plan and conduct regular department meetings.
8. Recruit, interview and select new employees.
9. Provide training and mentoring for staff development.
10. Continually be pro-active in employee development and performance.
11. Manage shift and vacation scheduling to insure that expected workload volume and quality is achieved.

12. Conduct annual performance reviews and make salary recommendations.
13. Stay apprised of changing regulatory requirements and disseminates information to staff and/or clients.
14. Negotiate competitive freight and related rates from vendors.
15. Support business development efforts as required.
16. Provide quotations and responses to clients and agents on a timely basis.
17. Manage communication with overseas agents and staff about incoming or outgoing shipments.
18. Manage and maintain relationships with vendors and agents.

# JOB TITLES

(DISTRIBUTION SERVICES PROVIDER)

## *LEVEL 1*

**MATERIAL HANDLER**

## *LEVEL 2*

**LOGISTIC SENIOR CLERK**

**INVENTORY SENIOR CLERK**

**DISTRIBUTION SENIOR CLERK**

**DESPATCH SENIOR CLERK**

## *LEVEL 3*

**LOGISTIC SUPERVISOR**

**INVENTORY SUPERVISOR**

**DISTRIBUTION SUPERVISOR**

**COURIER SERVICE SUPERVISOR**

## *LEVEL 4*

**LOGISTIC EXECUTIVE**

**INVENTORY EXECUTIVE**

**DISTRIBUTION EXECUTIVE**

**COURIER SERVICE EXECUTIVE**

***LEVEL 5***

**LOGISTIC MANAGER  
INVENTORY MANAGER  
DISTRIBUTION MANAGER  
COURIER SERVICE MANAGER**

***LEVEL 6***

***Not Available***

***LEVEL 7***

***Not Available***

***LEVEL 8***

***Not Available***

# LEVEL 1

## MATERIAL HANDLER

A MATERIAL HANDLER IS DESIGNATED TO RESPONSIBLE FOR LOGISTIC/ SHIPMENT AND STOCK CONTROL DOCUMENTATION.

A MATERIAL HANDLER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS WAREHOUSING SERVICES, MANUFACTURING, FREIGHT FOWARDING AND MATERIAL MANAGEMENT.

### **In particular the person will:**

1. Update activities reports, daily System Data and Details.
2. Work effectively across/beyond specific functions in order to meet overall department objectives.
3. Prepare shipment documentations to ensure all shipments arrived and delivered in timely manner.
4. Type of invoices, Billing/Payments to customers, vendors and overseas agent.
5. Carry out stocks level inventory to ensure required buffer level is maintained.
6. Liaise closely with shipping department and factory for smooth delivery.
7. Carry out supporting activities in shipping activities in order to ensure smooth transitions.
8. Carry out all customers need for transportation order, quotation and any project cargo requirements & specifications.
9. Handle import/export shipment, custom clearance and provide logistic support.
10. Familiar in with flow and documentation in import and export custom classification and import license.
11. Handle inbound/outbound shipment and careful when drive forklift.
12. Perform any other duties assigned by the immediate superior from time to time.

## LEVEL 2

### LOGISTIC SENIOR CLERK

A LOGISTIC SENIOR CLERK IS DESIGNATED TO SUPERVISE DAILY CONTAINER MOVEMENTS FOR EXPORT AND IMPORT SHIPMENT, LOGISTIC OPERATIONS, STOCK CONTROL AND PROCESS IMPROVEMENT.

A LOGISTIC SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS WAREHOUSING SERVICES, MANUFACTURING, FREIGHT FORWARDING AND MATERIAL MANAGEMENT.

**In particular the person will:**

1. Work effectively across/beyond specific functions in order to meet overall department objectives.
2. Prepare shipment documentations to ensure all shipments arrived and delivered in timely manner.
3. Carry out stocks level to ensure required buffer level is maintained.
4. Liaise closely with shipping department and factory for smooth delivery.
5. Carry out supporting activities in all level of time management for shipping activities in order to ensure smooth transitions.
6. Handle all customers need for transportation order, quotation and any project cargo requirements & specifications.
7. Respond to customs exemption application and renewal of Licenses.
8. Interacts with suppliers and customers regarding shipping problems or enquiries.
9. Handle import/export shipment, custom clearance and provide logistic support.
10. Familiar in with flow & documentation in import and export custom classification and import license.
11. Follow shipment plan to Logistic Executive.

12. Responds to customer enquiries.
13. Handle smooth and efficiency of the overall daily logistic operation.
14. Supervise all customers need for transportation order, quotation and any project cargo requirements & specifications.
15. Daily update system data and details.
16. Submit formal reports to management.
17. Monitoring and supervise containers delivery/collection schedules.
18. Prepare and arrange commercial and shipping documents for import and export.
19. Perform any other duties assigned by the immediate superior from time to time.

## LEVEL 2

### INVENTORY SENIOR CLERK

AN INVENTORY SENIOR CLERK IS DESIGNATED TO RESPONSIBLE FOR INVENTORY MANAGEMENT DOCUMENTATION.

AN INVENTORY SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LOGISTIC SERVICES PROVIDER, MANUFACTURING AND FREIGHT FOWARDING.

**In particular the person will:**

1. Update activities reports, daily System Data and Details.
2. Work effectively across/beyond specific functions in order to meet overall department objectives.
3. Prepare inventory documentations to ensure all inventory in good condition.
4. Typing of invoices, Billing/Payments to customers, vendors and overseas agent.
5. Carry out stocks level to ensure required buffer level is maintained.
6. Prepare Purchase Order from branch to ensure a reasonable order is placed.
7. Liaise closely with Shipping Department and factory for smooth transaction.
8. Carry out all customers need for transportation order and quotation requirements & specifications.
9. Prepare report for month end and year end stock balance and carry out monthly closing and billing process.
10. Interact with suppliers and customers regarding inventory problems or enquiries.
11. Follow inventory plan to Operation Supervisor.
12. Perform any other duties assigned by the immediate superior from time to time.

## **LEVEL 2**

### **DISTRIBUTION SENIOR CLERK**

A DISTRIBUTION SENIOR CLERK DESIGNATED TO CARRY OUT CLERICAL JOB RELATED TO DAY-TODAY DISTRIBUTION SERVICES AND ASSIST IN MONITORING DISTRIBUTION PERFORMANCES.

A DISTRIBUTION SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LOGISTIC SERVICES PROVIDER, MANUFACTURING AND FREIGHT FOWARDING.

**In particular the person will:**

1. Prepare documentations and coordinating shipment such as Bill of Lading, Insurance, Fumigation Certificate & etc.
2. Coordinate and arrange Certificate of Origin, GSP Application & etc. preparation.
3. Liasing with Customers, Carriers and Freight Forwarder on LCL/FCL documentation & billings.
4. Liasing with overseas agents on pre-advise documentation and DN/CN for agent refunds.
5. Prepare billing/payments to customers, vendors and overseas agent.
6. Respond promptly to the customers' requests on Documentation Issues.
7. Handle transmission of cargo & freight manifest to port of transshipment/ discharge.
8. Coordinate closely with customers, carriers and foreign agents on quotations, operational and documentation work.
9. Carry out updating schedules in in-house system.
10. Handle all matters with regards to the service requirements.

## **LEVEL 2**

### **DESPATCH SENIOR CLERK**

A DESPATCH SENIOR CLERK DESIGNATED TO CARRY OUT CLERICAL JOB RELATED TO DAY-TODAY DISTRIBUTION SERVICES AND ASSIST IN MONITORING DISTRIBUTION PERFORMANCES.

A DESPATCH SENIOR CLERK MAY BE FOUND IN INTEGRATED LOGISTIC SERVICES SUB SECTOR SUCH AS COURIER COMPANY.

**In particular the person will:**

1. Prepare documentations and coordinating shipment such as preparing courier tracking document.
2. Prepare delivery checklist for all parcel and postal to customers.
3. Respond promptly to the customers' requests on Documentation Issues.
4. Handle transmission of postal & parcel delivery to and from customer.
5. Coordinate closely with logistic, sales and marketing for the arrangement of delivery schedule.
6. Carry out updating schedules in in-house system.
7. Handle all matters with regards to the service requirements.
8. Perform others duties as instructed by superior.

## **LEVEL 3**

### **LOGISTIC SUPERVISOR**

A LOGISTIC SUPERVISOR IS DESIGNATED TO COORDINATES AND MONITORS DAILY CONTAINER MOVEMENTS, TRANSPORTATION ACTIVITIES AND ENSURES SMOOTH AND EFFICIENCY OF THE LOGISTIC OPERATION.

A LOGISTIC SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS WAREHOUSING SERVICES, MANUFACTURING, FREIGHT FOWARDING AND MATERIAL MANAGEMENT.

#### **In particular the person will:**

1. Monitor and manage vendor performance to ensure all shipments arrived and delivered in timely manner.
2. Closely monitor on monthly closing and billing process.
3. Monitor all customers need for transportation order, quotation and any project cargo requirements & specifications.
4. Prepare monthly reports, monitor performance and provide suggestions/ solutions.
5. Plan and monitor containers delivery/collection schedules.
6. Responsible for operation cost control including prompt costing and billing for each shipment executed.
7. Monitor stocks level in branch to ensure required buffer level is maintained.
8. Generate company documents and custom reports.
9. Update the team leader on daily activities, highlight operation related issues and propose/suggest actions to be taken.
10. Motivate and leadership for all safety activities for drivers and staffs.
11. Keep close contact with receiving offices and the Department Managers to ensure they are kept informed about ongoing services levels.

12. Support the Department Managers and propose improvements to the existing processes Control of Suppliers invoices in accordance with the Standards of Performance Accrue an accurate costing for each job performed.
13. Communicate with planner, finance and other related department to achieve best support returns.
14. Responsible for customs exemption application and renewal Licenses.
15. Coordinate with transporter/forwarding/shipping agent for booking container, dispatch or freight.
16. Responsible for all shipping related documents.
17. Responsible for the shipping coordination and arrangements of import and export clearance.
18. Respond to customs exemption application.
19. Perform any other duties assigned by the immediate superior from time to time.

## **LEVEL 3**

### **INVENTORY SUPERVISOR**

AN INVENTORY SUPERVISOR IS DESIGNATED TO COORDINATES AND MONITORS DAILY INVENTORY OPERATIONS IN ORDER TO ACHIEVE HIGH CUSTOMER SATISFACTION.

AN INVENTORY SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LOGISTIC SERVICES PROVIDER, MANUFACTURING AND FREIGHT FOWARDING.

#### **In particular the person will:**

1. Monitor all customers need for order, quotation and any project requirements & specifications.
2. Prepare monthly reports, monitor performance and provide suggestions/ solutions.
3. Plan and monitor inventory delivery/collection schedules.
4. Responsible for operation cost control including prompt costing and billing for each shipment executed.
5. Monitor stocks level to ensure required buffer level is maintained.
6. Innovate and adopt best-in-class practices and to replicate them across projects using least cost options.
7. Provide support to key customers to transform logistics requirements into day-to-day procedures and processes supported by key performance indicators.
8. Responsible to identify, develop and build business networks and relationships with relevant service providers and key decision makers.
9. Conduct regular meetings to obtain feedback on operations team performance and ensure compliance to Standards Operations Procedures.
10. Update the team leader on daily activities, highlight operation related issues and propose/suggest actions to be taken.

11. Communicate with planner, finance and other related department to achieve best support returns.
12. Review operations cost structures and drivers on periodic basis and conduct benchmarking exercises to ensure that costs are competitive and in line with market practices.
13. Coordinate operational capabilities and develop contingency plans to cope with changes to customers' requirements.
14. Coordinate and establish Country Facility standards that meet Customer and Security Compliance requirements.
15. Establish standard operations procedures that support business requirements across all LOB's (line of business) by ensuring effective, efficient and timely delivery of customer commitments.
16. Coordinate and manages daily physical cycle counts.
17. Lead, directs, trains and manages an inventory team.
18. Perform other duties assigned by the immediate superior from time to time.

## **LEVEL 3**

### **DISTRIBUTION SUPERVISOR**

A DISTRIBUTION SUPERVISOR DESIGNATED TO EXECUTE, DIRECT AND COORDINATES THE DAY-TO-DAY ACTIVITIES OF A WAREHOUSE DISTRIBUTION OPERATION.

A DISTRIBUTION SUPERVISOR MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LOGISTIC SERVICES PROVIDER, MANUFACTURING AND FREIGHT FOWARDING.

#### **In particular the person will:**

1. Plan, manage and execute distribution plan with minimum supervision.
2. Provide management role to lead a team to ensure more strategic and efficient operation process flow.
3. Oversee total inventory management efficiency.
4. Conduct physical inventories, lead cycle counts, analyze and when able, correct cycle count discrepancies.
5. Oversee sufficient of manpower for the day to day operation.
6. Oversee equipments allocated are well maintained and utilized efficiently.
7. Manage and develop the entire operation team, which may include training and development activity.
8. Investigate incomplete orders, product movement and priority changes.
9. Liaise with transport and operations for a smooth and productive hand over of duties.
10. Monitor and manage vendor performance to ensure all shipments arrived and delivered in timely manner.
11. Coordinate and monitor daily container movements for export and import shipment.
12. Update the team leader on daily activities, highlight operation related issues and propose/suggest actions to be taken.

## **LEVEL 3**

### **COURIER SERVICE SUPERVISOR**

A COURIER SERVICE SUPERVISOR DESIGNATED TO SUPERVISE DAY-TO-DAY OPERATION OF THE COURIER COMPANY.

A COURIER SERVICE SUPERVISOR MAY BE FOUND IN INTEGRATED LOGISTIC SERVICES SUB-SECTOR SUCH AS COURIER COMPANY.

**In particular the person will:**

1. Manage telephone access in order to ensure it is easy for customers to contact customer service or the company.
2. Lead, motivate and empower the staff through effective & open communication, excellent leadership, regular performance feedback and teambuilding in order to maximise customer satisfaction, employee satisfaction and team productivity.
3. Create a positive and collaborative team environment by setting and regularly reviewing the achievement of team goals.
4. Communicate daily service issues to the team by proactively exchanging information relating to courier service, operations and sales.
5. Plan and conduct regular coaching sessions with each employee including transaction monitoring, documentation and follow up.
6. Ensure training and development plans are in place for every employee and are complied to.
7. Establish a customer-focussed culture by implementing and managing initiatives and measurement tools that aim to achieve customer satisfaction, loyalty and retention.
8. Ensure dispatch documentation are completed, finalised and reconciled as per customer requirements and company KPI.
9. Oversee and control the dispatch area (courier despatches).

10. Supervise and manage vendor' performance to ensure all shipments arrived and delivered in timely manner.
11. Coordinates and monitor daily movements of mail and parcel for inbound and outbound shipment.

## LEVEL 4

### LOGISTIC EXECUTIVE

A LOGISTIC EXECUTIVE IS DESIGNATED TO ASSIST IN RESPONSIBLE TO PLAN, COORDINATE, IMPLEMENT AND MANAGE ALL LOGISTIC AND TRANSPORTATION ACTIVITIES.

A LOGISTIC EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS WAREHOUSING SERVICES, MANUFACTURING, FREIGHT FOWARDING AND MATERIAL MANAGEMENT.

**In particular the person will:**

1. Monitor and manage vendor performance to ensure all shipments arrived and delivered in timely manner.
2. Closely monitor on monthly closing and billing process.
3. Manage and supervise all customers need for transportation order, quotation and any project cargo requirements & specifications.
4. Prepare reports for monthly management analysis.
5. Facilitate the implementation for transport operation.
6. Monitor for drivers' disciplinary matter and execute appropriate action.
7. Monitor subordinates receive sufficient training which related to daily works.
8. Manage continuous improvement for system to increase efficiency and effectiveness of operation.
9. Manage the profit from transportation trading is above target.
10. Enrich database for customer, supplier and rate of service.
11. Strengthen current commercial team and condition for the business trade.
12. Achieve sales volume as per target set by management.

13. Troubleshoot and provide corrective action on operations matter.
14. Interact, liaise and manage relationships with other departments.
15. Responsible for the shipping coordination and arrangements of import and export clearance.
16. Maintain good tracking shipment status, oversea process of commercial documentations and other sales administration tasks.
17. Monitor the schedules on shipment on weekly, bi-weekly and monthly basis.
18. Manage stock movement and ensure inventory is properly maintained and kept in an optimal level.
19. Perform any other duties assigned by the immediate superior from time to time.

## LEVEL 4

### INVENTORY EXECUTIVE

AN INVENTORY EXECUTIVE IS DESIGNATED TO ASSIST IN RESPONSIBLE TO PLAN, COORDINATE, IMPLEMENT AND SCHEDULING INVENTORY MANAGEMENT ACTIVITIES.

AN INVENTORY EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LOGISTIC SERVICES PROVIDER, MANUFACTURING AND FREIGHT FOWARDING.

**In particular the person will:**

1. Conducts daily inventory analysis to solve inventory issues quickly.
2. Prepare reports for monthly management analysis.
3. Perform continuous improvement for system to increase efficiency and effectiveness of operation.
4. Enrich database for customer, supplier and rate of service.
5. Strengthen current commercial team and condition for the business trade.
6. Responsible for coordination and arrangements of import and export clearance.
7. Maintain good tracking shipment status, oversea process of commercial documentations and other sales administration tasks.
8. Assist in manage stock movement and ensure inventory is properly maintained and kept in an optimal level.
9. Justify compliances by establishing procedures and maintain effective internal control over the physical product flow and accounting of inventory receiving, shipping and other inventory areas.
10. Coordinate communication with Accounting, Store and DC management and other impacted departments.

11. Direct the scheduling and ensure performance of physical inventories; establish and negotiate 3rd party inventory services for retail stores.
12. Validate adequate inventory of product in accordance with inventory cycles.
13. Determine the plan for the storage of all inventory product using frequency specifications and replacement calculations to determine fill rate.
14. Direct and manage the Receiving and Storage Teams to ensure that product is available daily for the Processing Team.
15. Oversee the planning, scheduling and general management of all inbound product.
16. Responsible for all resetting of product lines to maximize efficiency.
17. Determine compliances to quality initiatives.
18. Develop and implements inventory control procedures.
19. Coordinate and manages daily physical cycle counts.
20. Lead, directs, trains and manages an inventory team.
21. Perform other duties assigned by the immediate superior from time to time.

## **LEVEL 4**

### **DISTRIBUTION EXECUTIVE**

A DISTRIBUTION EXECUTIVE DESIGNATED TO ASSIST DEPARTMENT MANAGER IN MANAGING, DIRECTING AND COORDINATING DAY-TO-DAY ACTIVITIES OF A WAREHOUSE DISTRIBUTION OPERATION.

A DISTRIBUTION EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LOGISTIC SERVICES PROVIDER, MANUFACTURING AND FREIGHT FOWARDING.

#### **In particular the person will:**

1. Oversee warehousing activities in compliance with space availability, order fulfillments and business plans.
2. Verify established operational procedures are being followed to effectively meet/exceed customer requirements.
3. Develop and implement changes to operational systems to improve the flow in customer service, order management and shipping and receiving of customer products on time and undamaged.
4. Review inventory reports, sales order reports and other available material and devises plans for current and future fluctuations in warehousing operation.
5. Verify that inventory and cycle counts are performed and make appropriate investigations and adjustments.
6. Plan, coordinate, implement and manage all transportation activities.
7. Monitor and manage vendor performance to ensure all shipments arrived and delivered in timely manner.
8. Closely monitor on monthly closing and billing process.
9. Manage and supervise all customers need for transportation order, quotation and any project cargo requirements & specifications.
10. Prepare reports for monthly management analysis.

## LEVEL 4

### COURIER SERVICE EXECUTIVE

A COURIER SERVICE EXECUTIVE DESIGNATED TO MANAGE DAY-TO-DAY OPERATION OF THE COURIER COMPANY.

A COURIER SERVICE EXECUTIVE MAY BE FOUND IN INTEGRATED LOGISTIC SERVICES SUB-SECTOR SUCH AS COURIER COMPANY.

**In particular the person will:**

1. Supervise and co-ordinate overall courier service activities.
2. Manage a team of support staff and ensuring the SOP are followed.
3. Plan delivery and courier schedule to ensure timely deliveries are done.
4. Ensure all postal and parcel delivered are complied with customs and customer requirements.
5. Submit all relevant report to management on monthly basis.
6. Prepare quotations for every new customer or new business.
7. Consciously promoting and selling at every customer contact opportunity.
8. Actively engage local forwarding agents to generate continuously increasing business.
9. Manage well to consistently achieve high yield shipments.
10. Collect all relevant market information and competitor analysis required for development of adaptive marketing strategies.
11. Act as liaison officer between local forwarders and respective departments within organization to ensure accurate and timely communication of information.
12. Utilize conscious judgment when conducting all the above responsibilities to ensure profitability of every business transaction

## **LEVEL 5**

### **LOGISTIC MANAGER**

A LOGISTIC MANAGER IS DESIGNATED TO PLAN, COORDINATE, IMPLEMENT AND MANAGE ALL LOGISTIC AND TRANSPORTATION ACTIVITIES.

A LOGISTIC MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS WAREHOUSING SERVICES, MANUFACTURING, FREIGHT FOWARDING AND MATERIAL MANAGEMENT.

#### **In particular the person will:**

1. Monitor and manage vendor performance to ensure all shipments arrived and delivered in timely manner.
2. Closely monitor on monthly closing and billing process.
3. Manage and supervise all customers need for transportation order, quotation and any project cargo requirements & specifications.
4. Prepare reports for monthly management analysis.
5. Motivate and leadership for all safety activities for drivers & staffs.
6. Implement a fully-functional Regional Distribution Centre (RDC) with data integration into regional IT systems.
7. Monitor and ensure target service levels.
8. Monitor track performance of all selected third party service providers.
9. Initiate continuous improvement programs to improve costs and service levels.
10. Provide support and actively lead/manage key logistics projects in local affiliates within the region.
11. Implement a Regional Sample Warehouse to offer speed and easy access of existing products to sales & marketing team in the region.

12. Coordinate with other departments, suppliers, customers and shipping forwarders for smooth operation flow.
13. Plan of raw materials arrangement to ensure timely delivery of Finished Goods to meet customers' requirements/orders.
14. Comply with and maintain to Government agencies and Customs Departments procedures.
15. Ensure timely preparation of accurate weekly/monthly reports.
16. Monitor and ensure arrangement for delivery all products/goods on schedule and follow up on all the custom related documentations.
17. Maintain good tracking shipment status, oversea process of commercial documentations and other sales administration tasks.
18. Monitor the schedules on shipment on weekly, bi-weekly and monthly basis.
19. Manage stock movement and ensure inventory is properly maintained and kept in an optimal level.
20. Monitor expiring/slow moving stocks and coordinate deliveries with cost effectiveness.
21. Oversee the safe receipt, storage, retrieval and timely dispatch of goods, picking, packing and distribution activity.
22. Coordinate and communicate with other departments, suppliers and customers for smooth operation flows.

## **LEVEL 5**

### **INVENTORY MANAGER**

AN INVENTORY MANAGER IS DESIGNATED TO PLAN, COORDINATE, IMPLEMENT AND MANAGE INVENTORY MANAGEMENT ACTIVITIES.

AN INVENTORY MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LOGISTIC SERVICES PROVIDER, MANUFACTURING AND FREIGHT FORWARDING.

#### **In particular the person will:**

1. Manage all inventory operations including receiving, labeling, arranging and loading.
2. Design, implement and enforce an effective inventory management system.
3. Monitor container loading operations to ensure effectiveness and optimization of space.
4. Verify the conformance of inventory operations with ISO and other relevant requirements.
5. Monitor the quality, cost & efficiency of inventory operations.
6. Confirm all stock movements are properly and regularly updated and recorded.
7. Manage teamwork and good rapport with colleagues, including those from other departments.
8. Organise good security and physical condition of all stocks.
9. Lead, train, coach and discipline employees to drive achievement of departmental goals & objectives.
10. Keep abreast with current best practices on inventory management to facilitate continuous improvement initiatives.

11. Coordinate with other departments, suppliers, customers and shipping forwarders for smooth operation flow.
12. Confirm timely preparation of accurate weekly/monthly reports.
13. Monitor and ensure arrangement for delivery all products/goods on schedule and follow up on all the custom related documentations.
14. Maintain good tracking shipment status, oversea process of commercial documentations and other sales administration tasks.
15. Monitor the schedules on shipment on weekly, bi-weekly and monthly basis.
16. Manage stock movement and ensure inventory is properly maintained and kept in an optimal level.
17. Monitor expiring/slow moving stocks and coordinate deliveries with cost effectiveness.
18. Oversee the safe receipt, storage, retrieval and timely dispatch of goods, picking and packing and distribution activity.
19. Perform any other duties or tasks as assigned by superior.

## **LEVEL 5**

### **DISTRIBUTION MANAGER**

A DISTRIBUTION MANAGER DESIGNATED TO MANAGE, DIRECT AND COORDINATES THE DAY-TO-DAY ACTIVITIES OF A WAREHOUSE DISTRIBUTION OPERATION.

A DISTRIBUTION MANAGER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS LOGISTIC SERVICES PROVIDER, MANUFACTURING AND FREIGHT FOWARDING.

#### **In particular the person will:**

1. Oversee warehousing activities in compliance with space availability, order fulfillments and business plans.
2. Develop overall strategic design and direction of the warehousing operations, Customer Service and Client Relationships.
3. Ensure the training of employees, setting of performance goals, organization of work and maintenance of a productive and participatory environment.
4. Monitor, control and responsible for the success of the operation including overall direction, coordination and evaluation of the team.
5. Ensure established operational procedures are being followed to effectively meet/exceed customer requirements.
6. Develop and implement changes to operational systems to improve the flow in customer service, order management and shipping and receiving of customer products on time and undamaged.
7. Establish and manage key performance indicators and other related measurements, providing analysis, reporting and recommendations on a timely basis.
8. Review inventory reports; sales order reports and other available material and devises plans for current and future fluctuations in warehousing operation.

9. Establish budgets for the facility and implement controls necessary to keep expenditures within budgetary limitation.
10. Confirm that inventory and cycle counts are performed and make appropriate investigations and adjustments.
11. Motivate department employees, encouraging optimum productivity.
12. Assure a safe working environment for employees and provide necessary training in order to provide a safe and clean workplace for employees and within the regulations of all OSHA and other applicable provincial legislations.
13. Foster an environment of Continuous Improvement Process (CIP) that supports the company's goals and objectives.

## **LEVEL 5**

### **COURIER SERVICE MANAGER**

A COURIER SERVICE MANAGER DESIGNATED TO ORGANIZE AND MANAGES THE REGIONAL COURIER SERVICES DEPARTMENT WITHIN SERVICES AREA.

A COURIER SERVICE MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SERVICES SUB-SECTOR SUCH AS COURIER COMPANY.

#### **In particular the person will:**

1. Manage and monitor for on-going operations, planning, program developing, marketing and fiscal accountability for departments operating budget.
2. Manage the efficient sorting, delivering and handling packages within prescribed time frames.
3. Manage the accurate and expedient movement of mail and parcels through postal and parcel sorting facilities.
4. Review effectiveness of assigned operations and implement changes to postal and courier operations.
5. Direct and lead a group of package handlers and ensure proper handling of packages and provide communication and feedback to direct reports.
6. Execute implementation of staff training, safety, retention and productivity/ service goals and manage in a hands-on physical work environment.
7. Oversee accurate and timely receipt and distribution of all items for delivery within the service area.
8. Coordinate daily workflow to meet deadlines and multiple standards and participate in quality assurance and improvement programs.
9. Establish and maintain positive communication with all departments/entities within service area.
10. Effectively assess, prioritize, coordinate and communicate expectations to meet multiple deadlines within stringent time frames.
11. Evaluate and recommend opportunities for distribution and warehouse improvements.

# JOB TITLES

(INTEGRATED LOGISTIC SERVICES PROVIDER)

## *LEVEL 1*

**MATERIAL HANDLER**

## *LEVEL 2*

**3PLS OPERATION COORDINATOR**

**4PLS OPERATION COORDINATOR**

## *LEVEL 3*

**3PLS OPERATION SUPERVISOR**

**4PLS OPERATION SUPERVISOR**

## *LEVEL 4*

**3PLS OPERATION EXECUTIVE**

**4PLS OPERATION EXECUTIVE**

## *LEVEL 5*

**3PLS OPERATION MANAGER**

**4PLS OPERATION SENIOR MANAGER**

***LEVEL 6***

**3PLS OPERATION SENIOR MANAGER**

**4PLS OPERATION SENIOR MANAGER**

***LEVEL 7***

***Not Available***

***LEVEL 8***

***Not Available***

# LEVEL 1

## MATERIAL HANDLER

A MATERIAL HANDLER IS DESIGNATED TO RESPONSIBLE FOR LOGISTIC/ SHIPMENT AND STOCK CONTROL DOCUMENTATION.

A MATERIAL HANDLER MAY BE FOUND IN VARIOUS SECTORS OF INTEGRATED LOGISTIC SERVICES SUCH AS WAREHOUSING SERVICES, MANUFACTURING, FREIGHT FOWARDING AND MATERIAL MANAGEMENT.

### **In particular the person will:**

1. Update activities reports, daily System Data and Details.
2. Work effectively across/beyond specific functions in order to meet overall department objectives.
3. Prepare shipment documentations to ensure all shipments arrived and delivered in timely manner.
4. Type of invoices, Billing/Payments to customers, vendors and overseas agent.
5. Carry out stocks level inventory to ensure required buffer level is maintained.
6. Liaise closely with shipping department and factory for smooth delivery.
7. Carry out supporting activities in shipping activities in order to ensure smooth transitions.
8. Carry out all customers need for transportation order, quotation and any project cargo requirements & specifications.
9. Handle import/export shipment, custom clearance and provide logistic support.
10. Familiar in with flow and documentation in import and export custom classification and import license.
11. Handle inbound/outbound shipment and careful when drive forklift.
12. Perform any other duties assigned by the immediate superior from time to time.

## LEVEL 2

### 3PLs OPERATION COORDINATOR

A 3PLs OPERATION COORDINATOR IS DESIGNATED TO PROVIDE A COST EFFECTIVE DISTRIBUTION SERVICE WHILE MAINTAINING AN EXCELLENT LEVEL OF CUSTOMER SERVICE.

A 3PLs OPERATION COORDINATOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

**In particular the person will:**

1. Maintain & improve the service measures for the specified customers.
2. Coordinate day-to-day warehouse/logistic operations.
3. Record all inbound and outbound shipments to ensure they are correct and carried out properly in a timely fashion.
4. Utilise the companies vehicles allocated to the specific activities efficiently.
5. Liaise with other sites on a regular basis.
6. Ensure the safe, clean and efficient operation of the warehouse to meet service standards.
7. Implement and promote Safety and Health practices in the workplace.
8. Maintain the availability of sufficient subcontract transport for distribution services.
9. Ensure that all quality & operational policies are implemented in the correct manner.
10. Participate in the development of drivers & other staff.

## LEVEL 2

### 4PLs OPERATION COORDINATOR

A 4PLs OPERATION COORDINATOR IS DESIGNATED TO PROVIDE A COST EFFECTIVE DISTRIBUTION SERVICE WHILE MAINTAINING AN EXCELLENT LEVEL OF CUSTOMER SERVICE.

A 4PLs OPERATION COORDINATOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

**In particular the person will:**

1. Maintain & improve the service measures for the specified customers.
2. Coordinate day-to-day warehouse/logistic operations.
3. Record all inbound and outbound shipments to ensure they are correct and carried out properly in a timely fashion.
4. Utilise the companies vehicles allocated to the specific activities efficiently.
5. Liase with other sites on a regular basis.
6. Ensure the safe, clean and efficient operation of the warehouse to meet service standards.
7. Implement and promote Safety and Health practices in the workplace.
8. Maintain the availability of sufficient subcontract transport for distribution services.
9. Ensure that all quality & operational policies are implemented in the correct manner.
10. Participate in the development of drivers & other staff.

## **LEVEL 3**

### **3PLs OPERATION SUPERVISOR**

A 3PLs OPERATION SUPERVISOR IS RESPONSIBLE FOR THE EFFICIENT DAY-TO-DAY OPERATION OF THE WAREHOUSE WITH PARTICULAR EMPHASIS ON THE MANAGEMENT OF THE WAREHOUSE PERSONNEL AND THE IMPLEMENTATION OF WAREHOUSE ACTION PLANS.

A 3PLs OPERATION SUPERVISOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

#### **In particular the person will:**

1. Provide direct supervision to warehouse personnel.
2. Supervise the safe, clean and efficient operation of the warehouse to meet service standards.
3. Develop a program to train and motivate personnel for increase effectiveness.
4. Develop and implement shipping and receiving work schedules and assignments to assure effective and efficient operations.
5. Supervise all inbound and outbound shipments to ensure they are correct and carried out in a timely fashion.
6. Make recommendations to the 3PL Operation Executive/Manager on programs to improve warehouse operations.
7. Direct the operations of the warehouse personnel to achieve prescribed objectives.
8. Develop and maintain a productive staff by creating programs for hiring, training and professional development and matches the skill and background of personnel to work required.
9. Implement an appropriate performance evaluation system for recommending promotions, wage increases and termination.

10. Develop and implements daily plan for allocating equipment to jobs.
11. Confirm that equipment is utilized in the most efficient manner.
12. Coordinate the maintenance of equipment with Maintenance Manager.
13. Maintain a professional and courteous relationship with customers and ensure that all personnel do the same.

## **LEVEL 3**

### **4PLs OPERATION SUPERVISOR**

A 4PLs OPERATION SUPERVISOR IS RESPONSIBLE FOR THE EFFICIENT DAY-TO-DAY OPERATION OF THE WAREHOUSE WITH PARTICULAR EMPHASIS ON THE MANAGEMENT OF THE WAREHOUSE PERSONNEL AND THE IMPLEMENTATION OF WAREHOUSE ACTION PLANS.

A 4PLs OPERATION SUPERVISOR MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

#### **In particular the person will:**

1. Provide direct supervision to warehouse personnel.
2. Supervise the safe, clean and efficient operation of the warehouse to meet service standards.
3. Develop a program to train and motivate personnel for increase effectiveness.
4. Develop and implement shipping and receiving work schedules and assignments to assure effective and efficient operations.
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6. Make recommendations to the 4PLs Operation Executive/Manager on programs to improve warehouse operations.
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11. Confirm that equipment is utilized in the most efficient manner.
12. Coordinate the maintenance of equipment with Maintenance Manager.
13. Maintain a professional and courteous relationship with customers and ensure that all personnel do the same.

## **LEVEL 4**

### **3PLs OPERATION EXECUTIVE**

A 3PLs OPERATION EXECUTIVE IS DESIGNATED TO DEALS WITH THE SUPERVISION OF INBOUND/OUTBOUND SHIPMENTS, LOCAL LIAISON WITH GOVERNMENT/REGULATORY DEPARTMENTS AND CLEARING AGENTS.

A 3PLs OPERATION EXECUTIVE MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

#### **In particular the person will:**

1. Execute best practices relating to material handling/warehousing and to ensure 3PL comply with the requirements.
2. Monitor of 3PL activities, i.e. inbound, outbound, picking, cycle count and hygiene/safety compliance of 3PL.
3. Oversee sufficient documents are in hand to clear the consignments, monitor shipments and do all the process for clearing the consignments and ensure a smooth operation with the third party clearing and transport agents.
4. Oversee a proper health clearance from the Customs, Local Authority & relevant Ministry for all the incoming consignments, follow-up where necessary to speed up the procedures.
5. Arrange the timings with the warehouse for the physical offloading of the goods.
6. Perform status changes of the goods in the system, which is cleared by the government authorities and inform all the concerned departments.
7. Perform all stock transfers in the system and monitoring of stock situation (i.e. salvage, damage and out of stocks).
8. Log all the inbound/outbound consignments along with their relevant details.
9. Responsible to co-ordinate with the Head office for all quality & supplier service related issues.

10. Monitor all the export-related documents and the goods to be reached to its destination on time.
11. Follow up on all logistics matters with Local Authority and other governmental offices regarding Health, Quality, specifications etc.
12. Prepare all documentation with the Local Authority for destruction and assist warehouse in physical destruction.

## LEVEL 4

### 4PLs OPERATION EXECUTIVE

A 4PLs OPERATION EXECUTIVE IS DESIGNATED TO DEALS WITH THE SUPERVISION OF INBOUND/OUTBOUND SHIPMENTS, LOCAL LIAISON WITH GOVERNMENT/REGULATORY DEPARTMENTS AND CLEARING AGENTS.

A 4PLs OPERATION EXECUTIVE MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

#### **In particular the person will:**

1. Execute best practices relating to material handling/warehousing and to ensure 4PLs comply with the requirements.
2. Monitor of 4PLs activities, i.e. inbound, outbound, picking, cycle count and hygiene/safety compliance of 4PLs.
3. Oversee sufficient documents are in hand to clear the consignments, monitor shipments and do all the process for clearing the consignments and ensure a smooth operation with the third party clearing and transport agents.
4. Oversee a proper health clearance from the Customs, Local Authority & relevant Ministry for all the incoming consignments, follow-up where necessary to speed up the procedures.
5. Arrange the timings with the warehouse for the physical offloading of the goods.
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11. Follow up on all logistics matters with Local Authority and other governmental offices regarding Health, Quality, specifications etc.
12. Prepare all documentation with the Local Authority for destruction and assist warehouse in physical destruction.

## **LEVEL 5**

### **3PLs OPERATION MANAGER**

A 3PLs OPERATION MANAGER IS DESIGNATED TO MANAGE 3PLS WAREHOUSE SERVICES OPERATION TO MEET CLIENT DEMAND.

A 3PLs OPERATION MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

#### **In particular the person will:**

1. Establishes goals in partnership with the Management Team.
2. Coordinate labour allocation, equipment and space requirements.
3. Manage equipment, including the development and implementation of a plan to allocate equipment to jobs, monitoring the cleanliness and working condition of all equipment (i.e. forklifts, handjacks, etc), overseeing adjustments and/or repairs as necessary and coordinating with the Operating Engineer to recommend adjustments to quantity and type of equipment to meet business needs and minimize costs.
4. Manage safety, including ensuring all safety procedures, policies, legislation and regulations are followed and evaluating safety, security and housekeeping levels on a daily basis by reviewing warehouse operations to ensure warehouse is neat, secure and well organized and that damage to product, equipment and facility is prevented.
5. Manage inventory, including ensuring proper stock rotation, assisting in physical inventories as required, ensuring that customer orders are picked and shipped in a timely fashion within prescribed cost levels and supervising the checking of incoming and outgoing freight for proper counts and codes.
6. Maintain the operational budget, including ensuring the accurate and timely preparation, processing, distribution and retention of all reports and records regarding warehouse operations.
7. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.

8. Responsible for interviewing, hiring and training employees; scheduling, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; conducting staff meetings; addressing complaints and resolving problems.
9. Maintain a professional and courteous relationship with all customers and employees.
10. Audit operations to ensure service standards are being met.
11. Perform other duties as required.

## **LEVEL 5**

### **4PLs OPERATION MANAGER**

A 4PLs OPERATION MANAGER IS DESIGNATED TO MANAGE 4PLs WAREHOUSE SERVICES OPERATION TO MEET CLIENT DEMAND.

A 4PLs OPERATION MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

#### **In particular the person will:**

1. Establishes goals in partnership with the Management Team.
2. Coordinate labour allocation, equipment and space requirements.
3. Manage equipment, including the development and implementation of a plan to allocate equipment to jobs, monitoring the cleanliness and working condition of all equipment (i.e. forklifts, handjacks, etc), overseeing adjustments and/or repairs as necessary and coordinating with the Operating Engineer to recommend adjustments to quantity and type of equipment to meet business needs and minimize costs.
4. Manage safety, including ensuring all safety procedures, policies, legislation and regulations are followed and evaluating safety, security and housekeeping levels on a daily basis by reviewing warehouse operations to ensure warehouse is neat, secure and well organized and that damage to product, equipment and facility is prevented.
5. Manage inventory, including ensuring proper stock rotation, assisting in physical inventories as required, ensuring that customer orders are picked and shipped in a timely fashion within prescribed cost levels and supervising the checking of incoming and outgoing freight for proper counts and codes.
6. Maintain the operational budget, including ensuring the accurate and timely preparation, processing, distribution and retention of all reports and records regarding warehouse operations.

7. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
8. Responsible for interviewing, hiring and training employees; scheduling, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; conducting staff meetings; addressing complaints and resolving problems.
9. Maintain a professional and courteous relationship with all customers and employees.
10. Audit operations to ensure service standards are being met.
11. Perform other duties as required.

## **LEVEL 6**

### **3PLs SENIOR MANAGER**

A 3PLs SENIOR MANAGER IS DESIGNATED TO SUCCESSFULLY MANAGING THE IMPLEMENTATION OF LOGISTICS SOLUTIONS FOR THE CUSTOMERS, WITHIN THE AGREED TIME, WITHIN AGREED BUDGET AND TO AGREED SERVICES/QUALITY LEVELS.

A 3PLs SENIOR MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

#### **In particular the person will:**

1. Responsible for successfully managing the implementation of logistics solutions for the customers, within the agreed time, within agreed budget and to agreed service/quality levels.
2. Ensure that warehouse is effectively and efficiently managed on day-to-day basis in order to meet and exceed both the customer's requirements and those of company.
3. Design, implement and monitor the warehouse budget and apply timely corrective action to ensure the achievement of the budget.
4. Maintain the operational budget, including ensuring the accurate and timely preparation, processing, distribution and retention of all reports and records regarding warehouse operations.
5. Lead and motivate key personnel, monitor and manage performance to ensure that warehouse team are motivated and have the relevant skills, knowledge and attitude to contribute effectively to maximise productivity and profitability.
6. Develop and enhance customer relationships to ensure that customer requirements, satisfaction and liaison result are fulfilled to the highest possible standards at all times and to meet the warehouse target and key performance indicators.

7. Manage implementation of projects in accordance with customer requirements.
8. Perform external interface and development of relationships with other industry bodies and governments.
9. Allocate work to all employees in a fair manner, whilst ensuring meeting of contract requirements.
10. Implement a proactive approach to cost and service performance improvement at all times.
11. Establish and maintain a good teamwork environment.
12. Design, implement and monitor the annual warehouse business and training plan in line with client and divisional objectives.
13. Attend any development training as required in compliance with the companies commitment to investors in meeting 3PL service standard.
14. Maintain active commitment to the development of every member of staff.
15. Manage and ensure that company operates an Occupational Health and Safety Management System, OHSAS18001 and appreciate responsibility to adhere to the respective procedures.
16. Confirm that company operates a Quality Assurance System ISO 9001 and comply with all relevant rules, agreements, policy and quality procedures.
17. Follow up closely on resource utilization and budget.
18. Provide regular updates on project progress to senior management.

## **LEVEL 6**

### **4PLs SENIOR MANAGER**

A 4PLs SENIOR MANAGER IS DESIGNATED TO SUCCESSFULLY MANAGING THE IMPLEMENTATION OF LOGISTICS SOLUTIONS FOR THE CUSTOMERS, WITHIN THE AGREED TIME, WITHIN AGREED BUDGET AND TO AGREED SERVICES/QUALITY LEVELS.

A 4PLs SENIOR MANAGER MAY BE FOUND IN INTEGRATED LOGISTIC SUB-SECTOR SUCH AS TOTAL LOGISTIC SERVICES PROVIDER.

#### **In particular the person will:**

1. Responsible for successfully managing the implementation of logistics solutions for the customers, within the agreed time, within agreed budget and to agreed service/quality levels.
2. Ensure that warehouse is effectively and efficiently managed on day-to-day basis in order to meet and exceed both the customer's requirements and those of company.
3. Design, implement and monitor the warehouse budget and apply timely corrective action to ensure the achievement of the budget.
4. Maintain the operational budget, including ensuring the accurate and timely preparation, processing, distribution and retention of all reports and records regarding warehouse operations.
5. Lead and motivate key personnel, monitor and manage performance to ensure that warehouse team are motivated and have the relevant skills, knowledge and attitude to contribute effectively to maximise productivity and profitability.
6. Develop and enhance customer relationships to ensure that customer requirements, satisfaction and liaison result are fulfilled to the highest possible standards at all times and to meet the warehouse target and key performance indicators.

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11. Establish and maintain a good teamwork environment.
12. Design, implement and monitor the annual warehouse business and training plan in line with client and divisional objectives.
13. Attend any development training as required in compliance with the companies commitment to investors in meeting 4PLs service standard.
14. Maintain active commitment to the development of every member of staff.
15. Manage and ensure that company operates an Occupational Health and Safety Management System, OHSAS18001 and appreciate responsibility to adhere to the respective procedures.
16. Confirm that company operates a Quality Assurance System ISO 9001 and comply with all relevant rules, agreements, policy and quality procedures.
17. Follow up closely on resource utilization and budget.
18. Provide regular updates on project progress to senior management.

*Annex 5*  
Critical & Non Critical Job Title for  
Integrated Logistics Services



**Summary Table of Job Title for Malaysian  
Integrated Logistic Industry**

	JOB AREA		LEVEL								Total
			L1	L2	L3	L4	L5	L6	L7	L8	
1	Road Transport Services Provider	Non-Critical	3	3	3	3	1	0	0	0	13
		Critical	0	0	0	0	0	0	0	0	0
2	Rail Transport Services Provider	Non-Critical	1	0	0	0	1	1	0	0	3
		Critical	2	3	2	4	3	0	0	0	14
3	Sea Transport Services Provider	Non-Critical	0	3	4	3	3	1	0	0	14
		Critical	5	0	0	3	0	0	0	0	8
4	Multimodal Transport Operator (MTO)	Non-Critical	0	0	0	1	1	0	0	0	2
		Critical	1	1	1	0	0	0	0	0	3
5	Terminal Operation Services Provider	Non-Critical	0	0	0	1	1	0	0	0	2
		Critical	4	1	1	0	0	0	0	0	6
6	Facilities Services Provider	Non-Critical	0	0	0	3	3	0	0	0	6
		Critical	1	3	3	0	0	0	0	0	7
7	Distribution Services Provider	Non-Critical	0	0	0	4	4	0	0	0	8
		Critical	1	4	4	0	0	0	0	0	9
8	Integrated Logistic Services Provider	Non-Critical	0	0	0	0	2	2	0	0	4
		Critical	1	2	2	2	0	0	0	0	7
<b>TOTAL JOB TITLE</b>		Total Non-Critical									52
		Total Critical									54
		Total Job Title									106

## CRITICAL JOB TITLE FOR INTEGRATED LOGISTIC SERVICES INDUSTRY

### SUB-SECTOR : RAIL TRANSPORT SERVICES PROVIDER

No.	Job Title	Level
1	OMC Clerk	L1
2	Locomotive Assistant	L1
3	Customer Service Assistant (CSA)	L2
4	Traffic Assistant	L2
5	Locomotive Driver	L2
6	Station/Terminal Supervisor	L3
7	Running Supervisor	L3
8	Control Centre Executive	L4
9	Terminal Operation Executive	L4
10	Rules And Regulation Executive	L4
11	Locomotive And EMU Executive	L4
12	Control Centre Manager	L5
13	Train Operation Manager	L5
14	Locomotive And EMU Manager	L5

### SUB-SECTOR : SEA TRANSPORT SERVICES PROVIDER

No.	Job Title	Level
1	Able Seaman	L1
2	Ordinary Seaman	L1
3	Pumpman	L1
4	Oiler	L1
5	Wiper	L1
6	Freight Executive	L4
7	Liner Operation Executive	L4
8	Husbanding Executive	L4

**SUB-SECTOR : MULTIMODAL TRANSPORT OPERATOR (MTO)**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	MTO Despatch Clerk	L1
2	MTO Freight Senior Clerk	L2
3	MTO Freight Supervisor	L3

**SUB-SECTOR : TERMINAL OPERATION SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	Port Terminal Operation Operator	L1
2	Airport Terminal Operation Operator	L1
3	In-Land Port Terminal Operation Operator	L1
4	Railway Station Terminal Operator	L1
5	Terminal Operation Coordinator	L2
6	Terminal Operation Supervisor	L3

**SUB-SECTOR : FACILITIES SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	Despatch Clerk	L1
2	Ship Broker Coordinator	L2
3	Custom Broker Coordinator	L2
4	Freight Coordinator	L2
5	Ship Broker Supervisor	L3
6	Custom Broker Supervisor	L3
7	Freight Supervisor	L3

**SUB-SECTOR : DISTRIBUTION SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	Material Handler	L1
2	Logistic Senior Clerk	L2
3	Inventory Senior Clerk	L2
4	Distribution Senior Clerk	L2
5	Despatch Senior Clerk	L2
6	Logistic Supervisor	L3
7	Inventory Supervisor	L3
8	Distribution Supervisor	L3
9	Courier Service Supervisor	L3

**SUB-SECTOR : INTEGRATED LOGISTIC SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	Material Handler	L1
2	3PL Operation Coordinator	L2
3	4PL Operation Coordinator	L2
4	3PL Operation Supervisor	L3
5	4PL Operation Supervisor	L3

## NON-CRITICAL JOB TITLE FOR INTEGRATED LOGISTIC SERVICES INDUSTRY

### 1) SUB-SECTOR : ROAD TRANSPORT SERVICES PROVIDER

No.	Job Title	Level
1	Despatch	L1
2	Mechanic	L1
3	Commercial Vehicle Driver	L1
4	Enforcer	L2
5	Administration Assistant	L2
6	Foreman	L2
7	Enforcement Officer	L3
8	Administration Officer	L3
9	Quality Assurance Supervisor	L3
10	Enforcement Senior Officer	L4
11	Fleet Operation Senior Officer	L4
12	Quality Assurance Senior Supervisor	L4
13	Fleet Operation Manager	L5

### 2) SUB-SECTOR : RAIL TRANSPORT SERVICES PROVIDER

No.	Job Title	Level
1	Ticketing Staff	L1
2	Operation Control Manager	L5
3	Operation Senior Manager	L6

### 3) SUB-SECTOR : MTO TRANSPORT OPERATOR

No.	Job Title	Level
1	MTO Freight Executive	L4
2	MTO Freight Manager	L5

**4) SUB-SECTOR : TERMINAL OPERATION SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	Terminal Operation Executive	L4
2	Terminal Operation Manager	L5

**5) SUB-SECTOR : SEA TRANSPORT SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	Third Officer/Third Mate	L2
2	Fourth Engineer/Third Assistant Engineer	L2
3	Steward's Assistant	L2
4	Second Officer/Second Mate	L3
5	Third Engineer/Second Assistant Engineer	L3
6	Chief Cook	L3
7	Operation Junior Executive	L3
8	First Officer/First Mate	L4
9	Second Engineer/First Assistant Engineer	L4
10	Chief Steward	L4
11	Chief Officer/Chief Mate	L5
12	Chief Engineer	L5
13	Liner Operations Manager	L5
14	Captain/Master/Master Mariner	L6

**6) SUB-SECTOR : FACILITIES SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	Ship Broker Executive	L4
2	Custom Broker Executive	L4
3	Freight Executive	L4
4	Ship Broker Manager	L5
5	Custom Broker Manager	L5
6	Freight Manager	L5

**7) SUB-SECTOR : DISTRIBUTION SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	Logistic Executive	L4
2	Inventory Executive	L4
3	Distribution Executive	L4
4	Courier Service Executive	L4
5	Logistic Manager	L5
6	Inventory Manager	L5
7	Distribution Manager	L5
8	Courier Service Manager	L5

**8) SUB-SECTOR : INTEGRATED LOGISTIC SERVICES PROVIDER**

<b>No.</b>	<b>Job Title</b>	<b>Level</b>
1	3PLs Operation Manager	L5
2	4PLs Operation Manager	L5
3	3PLs Senior Manager	L6
4	4PLs Operation Senior Manager	L6





