




# Traffic Coordinator / Dispatch Coordinator

## Technology solutions impacting this job...


 Predictive & Prescriptive Fleet Management

 Autonomous Last Mile Delivery

 Dynamic Route Optimisation

 Autonomous Last Yard Delivery

## Impact assessment...



**HIGH** degree of change in tasks

A significant proportion of the job tasks will be substituted by technology solutions, thus minimising or eliminating the need for human intervention

*Within 3 to 5 years, the role will potentially...*

**UNDERGO DISPLACEMENT**

**Today**, this job role is responsible for executing transport fleet management documentation, receiving and communicating schedules to transport operators and cargo loaders, and gathering general information from customers to support transport order fulfilments.

Job tasks today	Impact at task-level / Future view of job tasks
Coordinate transportation operation schedules	<p><b>H</b></p> <ul style="list-style-type: none"> <li>With dynamic route optimisation solutions, AI and cognitive automation will be applied to transportation tasks such as communicating schedules to transport operators and ensuring the most updated customer information to bolster successful deliveries. Remote monitoring of fleet conditions and alerts on deterioration will enable smarter maintenance work order management so as to minimise vehicle downtime.</li> </ul>
Track cargo-handling schedules and routes	<p><b>H</b></p> <ul style="list-style-type: none"> <li>Intelligent transportation solutions will increase transparency through smart fleet concepts. In-vehicle telematics will collect data on movements and idle time to optimise schedules and conduct dynamic route planning and optimisation.</li> <li>The focus will shift to ensuring quality control and accuracy in cargo handling and cargo consolidation activities.</li> </ul>
Perform documentation and quality improvement	<p><b>H</b></p> <ul style="list-style-type: none"> <li>Digital data logging, basic documentation and standard report generation will be done through use of software robotics based on data extracted from transportation management systems and digital transactions. The job holder will be required to apply innovative means for process improvement.</li> </ul>
Support safety and health risk assessments	<p><b>M</b></p> <ul style="list-style-type: none"> <li>With more data on safety and health parameters, the focus will shift towards monitoring sensor data and interpreting trends to identify potential risks and propose solutions. The job holder will also need to be familiar with evolving safety standards in light of technology evolution, and continue to ensure personal compliance.</li> </ul>

**In the next 3 - 5 years...** Most of the key tasks will be automated by Predictive & Prescriptive Fleet Management and Dynamic Route Optimisation solutions. For small-scale operations, this job role will **likely cease to exist**. For medium to large-scale operations, there is **high potential for convergence of this role with the Depot/ Traffic / Dispatch / Hub Operations Supervisor** role.

### Emerging skills

- To perform supervisory role, the job holder will need reskilling on :
- Advanced Digital Acumen
  - Augmented Reality Application
  - Automation Management
  - Data Interpretation and Analysis
  - Technology Troubleshooting
  - Threat Intelligence and Detection
  - Systems Thinking
  - Complex Problem Solving
  - Decision Making
  - Lateral Thinking

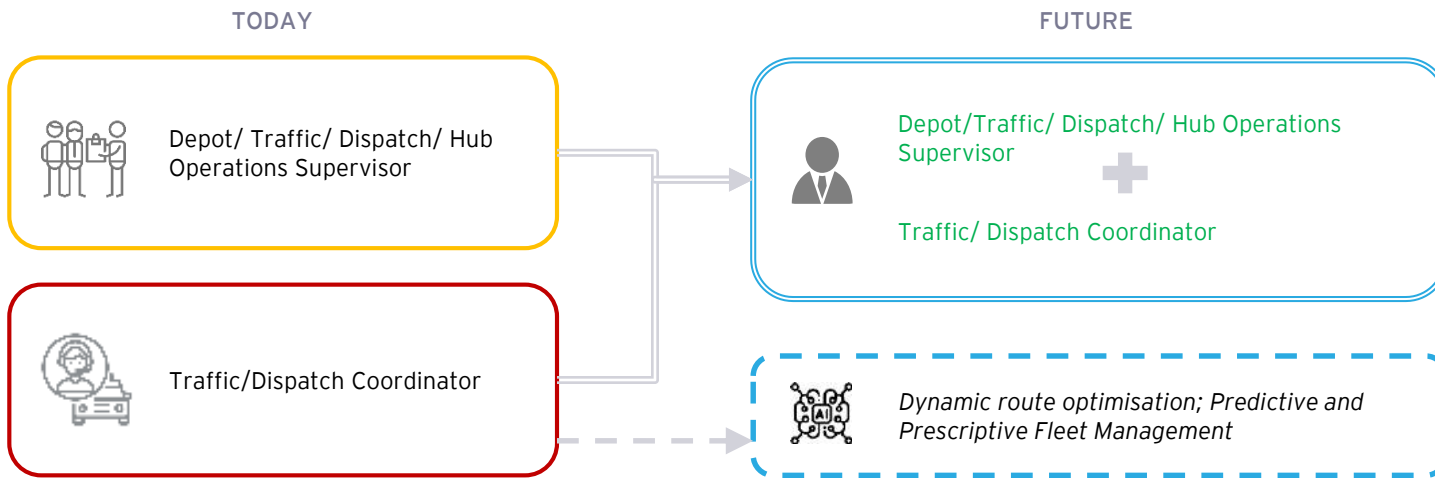
### Mobility options for displaced workers

- Warehouse Supervisor / Inventory Control Supervisor / Quality Control Supervisor
- HSE Coordinator
- Project Supervisor
- Logistics Contracts Analyst / Logistics Operations Analyst
- Incoming Quality Coordinator / Tally Assistant



# Safeguarding employment & employability of workers in roles that will undergo displacement or be redesigned

Transportation Management and Operations



**JOB REDESIGN and UPSKILLING/RESKILLING will prepare workers to take on the future job roles**

Dashboards for future view of job roles:

- Traffic/ Dispatch Coordinator
- Depot/ Traffic/ Dispatch/ Hub Operations Supervisor

Job roles that will undergo displacement	Redeployment opportunities within the logistics sector		Redeployment opportunities outside the logistics sector
	Vertical mobility within the same function	Horizontal/diagonal mobility to different job function (top 3)	
Traffic/ Dispatch Coordinator	<ul style="list-style-type: none"> <li>Depot Supervisor / Traffic Supervisor / Dispatch Supervisor / Hub Operations Supervisor + Traffic/ Dispatch Coordinator</li> <li>Traffic Controller / Transport Officer / Line Haul Operations Officer</li> </ul>	<ul style="list-style-type: none"> <li>Warehouse Supervisor / Inventory Control Supervisor / Quality Control Supervisor</li> <li>Health, Safety and Environmental Coordinator</li> <li>Project Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Mobility to similar job functions or job roles requiring similar skills in other sectors</li> </ul>