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7. SPECIALS

The Ultimate Transport & Logistics Job Description Guide for Professionals

Guidelines, Policies, and Best Practices for Success



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7. Specials

Foreword

Within the transport and logistics sector, countless positions operate in the background specialized, often highly technical roles that ensure the safety, efficiency, and resilience of global supply chains. These “special positions” are the quiet backbone of the industry. They do not always receive the same visibility as operational, commercial, or leadership roles, yet their impact is profound. They provide expertise, oversight, and innovation in areas where precision is not optional, but essential.

Specialists in transport and logistics bridge critical knowledge gaps. Dangerous goods experts safeguard compliance with international safety standards. Customs and trade specialists navigate complex regulatory landscapes. Sustainability and environmental officers drive decarbonization and greener logistics strategies. Digitalization and IT professionals manage the systems that handle tracking, automation, and data flows. Emergency response coordinators prepare organizations for unforeseen events. Such roles require deep subject-matter expertise and the ability to translate complex requirements into practical, operationally viable solutions.

This book aims to shine a spotlight on these specialized functions. By clearly defining the many expert roles that support transport and logistics across air, sea, road, rail, and warehouse environments, it offers clarity for students entering the field, professionals seeking specialization, and leaders responsible for building multidisciplinary teams. These roles often sit at the intersection of regulation, technology, and operations making their understanding essential for organizations striving to operate responsibly and competitively.

The logistics industry is changing rapidly, and with that, special positions are becoming even more critical. Sustainability requirements, digital transformation, advanced analytics, cybersecurity risks, increasingly stringent regulatory frameworks, and the global demand for safe and transparent supply chains are reshaping the expectations placed on specialists. Today’s experts must combine technical mastery with cross-functional collaboration, continuous learning, and strategic insight. Their work extends far beyond compliance: they help organizations anticipate risks, optimize performance, and innovate for the future.

This book contributes to understanding the value and complexity of these roles. It outlines the responsibilities, competencies, and impact areas of various specialist functions, helping to demystify roles that are often misunderstood or narrowly defined. Above all, it recognizes the individuals who apply deep expertise to keep global supply chains safe, compliant, sustainable, and adaptable those whose knowledge protects both the organization and the world it serves.



May this work serve as a guide, a reference, and a source of appreciation for the specialists who ensure that transport and logistics continue to evolve with intelligence, responsibility, and resilience. Behind every safe shipment, every compliant process, every efficient system, and every strategic improvement stands a specialist whose role deserves to be clearly described, understood, and valued.

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Director of the Cluster for Logistics Asbl, Luxembourg

Disclaimer

This book provides general information, role descriptions, and industry insights related to careers in transport and logistics. The content is intended for educational and informational purposes only. It does not constitute legal, professional, or operational advice, nor does it replace the specific policies, procedures, or regulatory requirements of any company, institution, or jurisdiction.

Job titles, responsibilities, and competency expectations may vary significantly between organizations, countries, and regulatory frameworks. Readers should verify all information with relevant authorities, employers, or professional advisors before applying it in practice. The author and publisher make no representations or warranties regarding the accuracy, completeness, or current relevance of the material and accept no liability for any loss, damage, or consequences arising from the use of this book.

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The Ultimate

Transport & Logistics Job Description Guide for Professionals

*A practical framework for hiring professionals
who keep operations moving*

What This Guide Is (and isn't)

This guide helps you write clear, realistic, and attractive job descriptions for transport & logistics roles.

It is:

Practical and role-focused

Written for hiring managers, logistics leaders, and HR partners

Designed to improve candidate quality, not volume

It is not:

A legal document

An internal task list

A generic HR template

A job description is a decision document for candidates.



Time-Critical & Emergency Logistics

- 7.1. Time-Critical Logistics Coordinator
- 7.2. AOG (Aircraft on Ground) Logistics Specialist
- 7.3. Emergency Response Logistics Coordinator
- 7.4. Critical Spare Parts Coordinator
- 7.5. Express Operations Specialist
- 7.6. On-Board Courier (OBC) Coordinator
- 7.7. Hand-Carry Specialist
- 7.8. 24/7 Control Tower Operator
- 7.9. Time-Critical Operations Manager

Project Cargo & Heavy-Lift Transport

- 7.10. Project Cargo Coordinator
- 7.11. Project Cargo Manager
- 7.12. Heavy-Lift Transport Planner
- 7.13. Out-of-Gauge (OOG) Cargo Specialist
- 7.14. Breakbulk Operations Specialist
- 7.15. Route Survey Specialist
- 7.16. Engineering & Rigging Specialist
- 7.17. Project Logistics Engineer
- 7.18. Project Site Operations Manager
- 7.19. Industrial Projects Director

Dangerous Goods (DG) & Hazardous Materials

- 7.20. Dangerous Goods Specialist (IATA/IMDG/ADR)
- 7.21. DG Compliance Officer
- 7.22. DG Safety Advisor (DGSA)
- 7.23. Hazardous Materials Coordinator



7.24. DG Warehouse Specialist

7.25. DG Transport Planner

7.26. DG Training Instructor

7.27. DG Operations Manager

Temperature-Controlled & Pharma Logistics

7.28. Cold Chain Specialist

7.29. Pharma Logistics Coordinator

7.30. GDP Compliance Specialist

7.31. Temperature Monitoring Analyst

7.32. Reefer Container Specialist

7.33. Perishable Cargo Specialist

7.34. Life-Science Logistics Manager

7.35. Cold Chain Quality Manager

High-Value & Secure Cargo

7.36. Secure Cargo Specialist

7.37. High-Value Shipment Coordinator

7.38. Security Escort Planner

7.39. TAPA Compliance Specialist

7.40. Secure Transport Manager

7.41. Risk & Security Analyst (High-Value Cargo)

Automotive & Industrial Logistics

7.42. Automotive Logistics Coordinator

7.43. Just-In-Time (JIT) Logistics Specialist

7.44. Sequencing Center Supervisor

7.45. Line-Feeding Logistics Planner



7.46. Industrial Logistics Engineer

E-Commerce & Fulfillment Specialties

7.47. E-Commerce Fulfillment Specialist

7.48. Same-Day Delivery Coordinator

7.49. Returns & Reverse Logistics Specialist

7.50. Marketplace Logistics Manager

7.51. Cross-Border E-Commerce Specialist

Humanitarian & Relief Logistics

7.52. Humanitarian Logistics Coordinator

7.53. Disaster Relief Supply Chain Specialist

7.54. NGO Logistics Officer

7.55. Field Logistics Manager

7.56. Emergency Supply Chain Planner

Energy, Mining & Offshore Logistics

7.57. Oil & Gas Logistics Coordinator

7.58. Offshore Supply Chain Specialist

7.59. Mining Logistics Planner

7.60. Rig Logistics Supervisor

7.61. Energy Projects Logistics Manager

Events, Exhibitions & Entertainment Logistics

7.62. Event Logistics Coordinator

7.63. Exhibition Freight Specialist

7.64. Touring Logistics Manager (Concerts/Sports)

7.65. Fine Arts & Museum Logistics Specialist



7.66. Film Production Logistics Coordinator

Specialized Transport Modes

7.67. Escort Vehicle Driver (Oversized Loads)

7.68. Pilot Car Coordinator

7.69. Heavy-Haul Driver

7.70. Tanker Operations Specialist

7.71. Cryogenic Transport Specialist

7.72. Livestock Transport Coordinator

Leadership & Strategic Roles in Specials

7.73. Head of Special Logistics

7.74. Director of Project Cargo

7.75. Director of Time-Critical Logistics

7.76. Global Head of Dangerous Goods

7.77. Head of Cold Chain & Pharma Logistics

7.78. Director of Secure Transport

7.79. VP Industrial Projects



Specials

“**Specials**” in transport and logistics usually refers to **high-complexity, high-value, high-risk, or non-standard operations** that require specialized expertise. This includes project cargo, time-critical shipments, dangerous goods, temperature-controlled logistics, and other niche segments.

Here’s a complete, structured list of job positions typically found in **Specialized Transport & Logistics Operations**.

7.1. Time-Critical & Emergency Logistics

Time Critical Logistics Coordinator

(Emergency Logistics • AOG/MRO • High-Priority Shipments • 24/7 Operations)

1. Role Purpose

The Time Critical Logistics Coordinator manages urgent, high-priority, and emergency shipments that require immediate action, rapid decision-making, and flawless execution.

The role ensures that time-sensitive cargo such as aircraft parts, medical supplies, automotive components, and critical spare parts is transported with maximum speed, visibility, and reliability across global networks.

This position acts as the **central command point** for time-critical operations, coordinating carriers, partners, drivers, couriers, and customers in real time.

2. Key Responsibilities

A. Time-Critical Shipment Management

- Handle urgent logistics requests including:
 - AOG (Aircraft on Ground)
 - NFO (Next Flight Out)
 - OBC (On-Board Courier)
 - Express road transport
 - Emergency medical shipments
 - Line-stoppers and production-critical parts
- Provide immediate response, quotation, and routing options.



- Select the fastest and most reliable transport mode based on urgency, cost, and feasibility.

B. Real-Time Coordination & Execution

- Coordinate with:
 - Airlines and air cargo terminals
 - OBC couriers and charter providers
 - Express road carriers and last-mile partners
 - Customs brokers and regulatory authorities
- Monitor shipments end-to-end and proactively manage risks, delays, or disruptions.
- Ensure continuous communication with all stakeholders.

C. Customer Communication & Service Excellence

- Act as the primary point of contact for customers during emergency shipments.
- Provide real-time updates, milestone notifications, and proactive alerts.
- Manage escalations with urgency, professionalism, and transparency.
- Deliver exceptional customer experience under high-pressure conditions.

D. Routing, Planning & Optimization

- Identify the fastest routing options using:
 - Flight schedules
 - Charter availability
 - Road express networks
 - Multimodal combinations
- Optimize transit times while ensuring compliance and feasibility.
- Prepare contingency plans for delays, cancellations, or operational disruptions.

E. Documentation & Compliance

- Prepare and verify:
 - Air waybills (AWB)
 - Customs documentation



- Dangerous goods declarations (if applicable)
 - OBC travel documents
- Ensure compliance with:
 - Aviation security regulations
 - Customs and trade requirements
 - Temperature-controlled or DG handling rules
- Maintain accurate and audit-ready records.

F. Tracking, Monitoring & Problem Resolution

- Track shipments in real time using digital tools and manual follow-ups.
- Identify risks early and take corrective action immediately.
- Coordinate recovery actions such as:
 - Rebooking
 - Rerouting
 - Chartering
 - Hand-carry deployment
- Document incidents and support root-cause analysis.

G. Supplier & Partner Coordination

- Work closely with:
 - Airlines and GHA (Ground Handling Agents)
 - OBC networks
 - Express road carriers
 - Charter operators
 - Customs brokers
- Ensure partners meet time-critical performance standards.
- Support supplier performance reviews and improvement actions.

H. 24/7 Operations & Shift Work

- Support round-the-clock operations including nights, weekends, and holidays.
- Participate in on-call rotations for emergency response.



- Maintain high performance under pressure and time constraints.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Aviation, or related field.
- Preferred certifications:
 - IATA Cargo or DGR training
 - AOG/MRO logistics training
 - Customs or trade-compliance courses

Experience

- 2–5 years in time-critical logistics, air freight, express transport, or emergency operations.
- Experience with AOG, OBC, NFO, or medical logistics is highly valued.
- Strong background in customer service within high-pressure environments.

4. Skills & Competencies

Technical Skills

- Strong understanding of air freight, express road, and multimodal logistics.
- Knowledge of flight schedules, airline operations, and cargo handling.
- Familiarity with customs processes and regulatory requirements.
- Proficiency in tracking systems, TMS, and communication tools.
- Ability to read and prepare transport documentation.

Soft Skills

- Exceptional communication and customer-service skills.
- Ability to remain calm and decisive under pressure.
- Fast problem-solving and critical-thinking abilities.
- High sense of urgency and ownership.
- Strong teamwork and cross-functional coordination.

5. Key Performance Indicators (KPIs)



KPI Category	Example Metrics
Speed & Responsiveness	Quote response time, booking confirmation time
On-Time Performance	Delivery success rate, transit-time adherence
Customer Satisfaction	CSAT, complaint rate, escalation handling
Operational Accuracy	Documentation accuracy, incident rate
Cost & Efficiency	Routing optimization, cost-to-serve
Crisis Management	Recovery time, disruption resolution success

6. Working Conditions

- Fast-paced, high-pressure environment.
- 24/7 operational coverage with shift work or on-call duties.
- Frequent interaction with airlines, couriers, drivers, and customs authorities.
- Requires rapid decision-making and multitasking.

7. Reporting Structure

- Reports to: **Time Critical Operations Manager / Emergency Logistics Manager**
- Works closely with:
 - Air freight teams
 - Express road carriers
 - OBC networks
 - Customer service
 - Customs & compliance
 - Global control towers

8. Role Impact

This role directly strengthens:

- Customer trust during critical operational moments
- Speed, reliability, and resilience of emergency logistics
- Operational performance and service recovery
- Brand reputation in high-value, high-urgency markets



- End-to-end supply-chain continuity for mission-critical operations



7.2. AOG (Aircraft on Ground) Logistics Specialist

(Aviation Supply Chain • Time-Critical Logistics • MRO Support • 24/7 Operations)

1. Role Purpose

The AOG Logistics Specialist manages urgent, mission-critical logistics movements required to return grounded aircraft to service as quickly as possible.

The role ensures rapid sourcing, routing, and delivery of aircraft parts, tooling, and materials through global networks minimizing operational disruption, financial loss, and safety risks.

This position acts as the **central command point** for AOG events, coordinating airlines, MROs, suppliers, carriers, and couriers in real time.

2. Key Responsibilities

A. AOG Case Management

- Receive, assess, and prioritize AOG requests from airlines, MRO teams, or OEMs.
- Provide immediate routing options, availability checks, and cost/time scenarios.
- Open and manage AOG cases from initiation to final delivery.
- Ensure all actions meet the urgency and safety requirements of aviation operations.

B. Rapid Sourcing & Procurement Coordination

- Source aircraft parts, components, and tooling from:
 - OEMs
 - Approved vendors
 - Global stock locations
 - Partner airlines
- Validate part numbers, certifications, and airworthiness documentation (EASA Form 1, FAA 8130-3).
- Coordinate urgent purchase orders and supplier releases.

C. Time-Critical Transport Planning

- Select the fastest and most reliable transport mode:
 - NFO (Next Flight Out)
 - OBC (On-Board Courier)



- Charter flights
 - Express road transport
 - Dedicated last-mile delivery
- Build multimodal routings to minimize downtime.
- Prepare contingency plans for delays, cancellations, or customs issues.

D. Real-Time Operational Coordination

- Coordinate with:
 - Airlines and cargo terminals
 - Ground handling agents
 - OBC couriers and charter operators
 - Customs brokers and regulatory authorities
 - MRO and line-maintenance teams
- Monitor shipments end-to-end and proactively manage risks.
- Ensure continuous communication with all stakeholders.

E. Documentation & Compliance

- Prepare and verify:
 - Air waybills (AWB)
 - Customs documentation
 - Dangerous goods declarations (if applicable)
 - Airworthiness certificates
 - OBC travel documents
- Ensure compliance with:
 - Aviation security regulations
 - Customs and trade-compliance rules
 - DG, temperature-controlled, or high-value handling requirements
- Maintain accurate, audit-ready records.

F. Tracking, Monitoring & Incident Management

- Track AOG shipments in real time using digital tools and manual follow-ups.



- Identify risks early and take immediate corrective action.
- Coordinate recovery actions such as:
 - Rebooking
 - Rerouting
 - Chartering
 - Hand-carry deployment
- Document incidents and support root-cause analysis.

G. Customer Communication & Service Excellence

- Act as the primary point of contact during AOG events.
- Provide real-time updates, milestone notifications, and proactive alerts.
- Manage escalations with urgency, clarity, and professionalism.
- Deliver exceptional customer experience under extreme time pressure.

H. 24/7 Operations & Shift Work

- Support round-the-clock operations including nights, weekends, and holidays.
- Participate in on-call rotations for emergency response.
- Maintain high performance in fast-paced, high-pressure environments.

3. Required Qualifications & Experience

Education

- Degree or diploma in Aviation, Logistics, Supply Chain, or related field.
- Preferred certifications:
 - IATA Cargo or DGR training
 - Aviation logistics or MRO supply-chain training
 - Customs or trade-compliance courses

Experience

- 2–5 years in aviation logistics, AOG desk operations, MRO support, or time-critical logistics.
- Experience with NFO, OBC, charter operations, or aircraft-parts logistics is highly valued.



- Strong background in customer service within high-pressure environments.

4. Skills & Competencies

Technical Skills

- Strong understanding of aviation logistics and MRO supply chains.
- Knowledge of aircraft parts, tooling, and certification requirements.
- Familiarity with flight schedules, airline operations, and cargo handling.
- Proficiency in tracking systems, TMS, and communication tools.
- Ability to prepare and verify transport and airworthiness documentation.

Soft Skills

- Exceptional communication and customer-service abilities.
- Ability to remain calm, decisive, and solution-oriented under pressure.
- Fast problem-solving and critical-thinking skills.
- High sense of urgency, ownership, and accountability.
- Strong teamwork and cross-functional coordination.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
AOG Response	Quote response time, case opening time
Speed & Reliability	On-time delivery, transit-time adherence
Customer Satisfaction	CSAT, escalation handling, complaint rate
Operational Accuracy	Documentation accuracy, incident rate
Cost & Efficiency	Routing optimization, cost-to-serve
Crisis Management	Recovery time, disruption resolution success

6. Working Conditions

- High-pressure, fast-paced aviation environment.
- 24/7 operational coverage with shift work or on-call duties.
- Frequent interaction with airlines, MROs, couriers, and customs authorities.
- Requires rapid decision-making and multitasking.



7. Reporting Structure

- Reports to: **AOG Operations Manager / Aviation Logistics Manager**
- Works closely with:
 - Airline operations
 - MRO and line-maintenance teams
 - OEMs and suppliers
 - OBC and charter partners
 - Customs & compliance
 - Global control towers

8. Role Impact

This role directly strengthens:

- Aircraft availability and operational continuity
- Speed and reliability of AOG recovery
- Airline and MRO customer satisfaction
- Safety, compliance, and documentation integrity
- Brand reputation in high-value aviation markets



7.3. Emergency Response Logistics Coordinator

(Crisis Logistics • Rapid Deployment • Humanitarian & Emergency Supply Chains • 24/7 Operations)

1. Role Purpose

The Emergency Response Logistics Coordinator manages urgent, high-risk, and mission-critical logistics operations during emergencies, disasters, and crisis events. The role ensures rapid mobilization, routing, and delivery of essential supplies, equipment, and personnel to affected areas — maintaining safety, compliance, and operational continuity under extreme time pressure.

This position acts as the **central command and control point** for emergency logistics, coordinating agencies, partners, carriers, and field teams in real time.

2. Key Responsibilities

A. Emergency Logistics Activation & Coordination

- Receive and assess emergency requests from internal teams, authorities, NGOs, or customers.
- Activate emergency logistics protocols and mobilize resources immediately.
- Coordinate rapid deployment of:
 - Medical supplies
 - Relief goods
 - Rescue equipment
 - Technical teams
 - Emergency vehicles or aircraft
- Prioritize tasks based on urgency, risk, and operational feasibility.

B. Real-Time Operational Control

- Coordinate with:
 - Air, sea, and road carriers
 - Humanitarian agencies
 - Government emergency units
 - Field response teams
 - Customs and border authorities
- Monitor shipments and deployments end-to-end.



- Manage disruptions, rerouting, and crisis-driven changes instantly.

C. Crisis Routing, Planning & Optimization

- Identify the fastest and safest routing options using:
 - Air charter
 - Helicopter or fixed-wing deployment
 - Express road convoys
 - Multimodal emergency corridors
- Evaluate risks such as:
 - Weather
 - Security
 - Infrastructure damage
 - Border closures
- Prepare contingency plans for rapidly evolving situations.

D. Communication & Stakeholder Management

- Act as the primary communication hub during emergency operations.
- Provide real-time updates to:
 - Crisis management teams
 - Government agencies
 - NGOs
 - Customers
 - Field responders
- Manage escalations with clarity, urgency, and professionalism.
- Ensure transparent reporting and situation updates.

E. Documentation, Compliance & Safety

- Prepare and verify:
 - Transport documentation
 - Customs and humanitarian clearance papers
 - DG declarations (if applicable)
 - Mission manifests



- Ensure compliance with:
 - Humanitarian logistics standards
 - Aviation and road-transport regulations
 - Safety and security protocols
 - Export control and customs rules
- Maintain accurate, audit-ready records for post-incident review.

F. Tracking, Monitoring & Incident Management

- Track emergency shipments and deployments in real time.
- Identify risks early and take immediate corrective action.
- Coordinate recovery actions such as:
 - Rebooking
 - Rerouting
 - Chartering
 - Field-team redeployment
- Document incidents and support after-action reviews.

G. Supplier, Partner & Agency Coordination

- Work closely with:
 - Relief organizations
 - Logistics partners
 - Air charter operators
 - Local authorities
 - Security and risk-assessment teams
- Ensure partners meet emergency-response performance standards.
- Support supplier evaluations and improvement actions.

H. 24/7 Operations & Crisis Readiness

- Support round-the-clock operations including nights, weekends, and holidays.
- Participate in emergency-response duty rosters.
- Maintain readiness for immediate activation.

3. Required Qualifications & Experience



Education

- Degree or diploma in Logistics, Emergency Management, Humanitarian Studies, Supply Chain, or related field.
- Preferred certifications:
 - Humanitarian logistics (e.g., CILT, HELP, WFP Logistics)
 - IATA Cargo or DGR training
 - Emergency management or crisis-response courses

Experience

- 2–5 years in emergency logistics, humanitarian operations, crisis management, or time-critical logistics.
- Experience in disaster relief, medical supply chains, or government emergency response is highly valued.
- Strong background in high-pressure customer or stakeholder communication.

4. Skills & Competencies

Technical Skills

- Strong understanding of emergency logistics and humanitarian supply chains.
- Knowledge of air charter, express road, and multimodal crisis transport.
- Familiarity with customs, DG, and humanitarian clearance processes.
- Proficiency in tracking systems, TMS, and communication platforms.
- Ability to prepare and verify emergency transport documentation.

Soft Skills

- Exceptional communication and crisis-management abilities.
- Ability to remain calm, decisive, and solution-oriented under pressure.
- Fast problem-solving and critical-thinking skills.
- High sense of urgency, ownership, and accountability.
- Strong teamwork and cross-functional coordination.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Response Speed	Activation time, routing confirmation time



KPI Category	Example Metrics
Operational Reliability	On-time delivery, mission success rate
Stakeholder Satisfaction	Feedback scores, escalation handling
Accuracy & Compliance	Documentation accuracy, incident rate
Crisis Management	Recovery time, disruption resolution success
Readiness & Preparedness	Training completion, drill performance

6. Working Conditions

- High-pressure, unpredictable environment.
- 24/7 operational coverage with shift work or on-call duties.
- Frequent interaction with government agencies, NGOs, carriers, and field teams.
- Requires rapid decision-making, multitasking, and resilience.

7. Reporting Structure

- Reports to: **Emergency Logistics Manager / Crisis Response Manager**
- Works closely with:
 - Humanitarian agencies
 - Government emergency units
 - Air/sea/road carriers
 - Field response teams
 - Customs & compliance
 - Global control towers

8. Role Impact

This role directly strengthens:

- Speed and effectiveness of emergency response
- Humanitarian and crisis-relief outcomes
- Operational resilience and continuity
- Safety, compliance, and mission integrity
- Trust with government, NGO, and commercial partners





7.4. Critical Spare Parts Coordinator

(Time-Critical Supply Chain • Spare Parts Management • High-Reliability Operations)

1. Role Purpose

The Critical Spare Parts Coordinator ensures the rapid sourcing, allocation, and delivery of essential spare parts required to maintain operational continuity for high-value assets such as aircraft, production lines, medical equipment, or industrial machinery.

The role manages urgent requests, coordinates suppliers and logistics partners, and ensures that critical components reach their destination with maximum speed, accuracy, and reliability.

This position acts as the **central control point** for all critical-spares movements, minimizing downtime, operational risk, and financial impact.

2. Key Responsibilities

A. Critical Spare Parts Request Management

- Receive, assess, and prioritize urgent spare-parts requests from operations, maintenance, engineering, or customer teams.
- Validate part numbers, specifications, and compatibility requirements.
- Provide immediate availability checks, lead-time estimates, and sourcing options.
- Open and manage critical-spares cases from initiation to final delivery.

B. Rapid Sourcing & Supplier Coordination

- Source critical components from:
 - OEMs
 - Approved vendors
 - Global stock locations
 - Partner networks
- Confirm certifications, quality documentation, and compliance requirements.
- Coordinate urgent purchase orders, supplier releases, and pick-ups.
- Maintain strong relationships with suppliers to ensure rapid response.

C. Time-Critical Logistics Coordination

- Select the fastest and most reliable mode of transport:
 - NFO (Next Flight Out)



- OBC (On-Board Courier)
 - Express road transport
 - Dedicated courier or charter
 - Multimodal emergency routing
- Optimize routing to minimize downtime and ensure feasibility.
- Prepare contingency plans for delays, cancellations, or customs issues.

D. Inventory & Stock Visibility

- Maintain real-time visibility of:
 - Global spare-parts inventory
 - Safety stock levels
 - Reserved or allocated parts
 - Lead times and replenishment cycles
- Support forecasting for high-risk or high-failure components.
- Coordinate with warehouse teams for urgent picking, packing, and dispatch.

E. Documentation & Compliance

- Prepare and verify:
 - Shipping documentation
 - Customs and trade-compliance papers
 - Airworthiness certificates (if aviation)
 - DG declarations (if applicable)
- Ensure compliance with:
 - Industry-specific regulations
 - Export control rules
 - Quality and safety standards
- Maintain accurate, audit-ready records.

F. Tracking, Monitoring & Incident Management

- Track critical shipments in real time using digital tools and manual follow-ups.
- Identify risks early and take immediate corrective action.
- Coordinate recovery actions such as:



- Rebooking
 - Rerouting
 - Chartering
 - Hand-carry deployment
- Document incidents and support root-cause analysis.

G. Customer & Stakeholder Communication

- Act as the primary point of contact for internal and external stakeholders.
- Provide real-time updates, milestone notifications, and proactive alerts.
- Manage escalations with urgency, clarity, and professionalism.
- Deliver exceptional service in high-pressure environments.

H. Continuous Improvement

- Identify recurring issues and propose improvements to:
 - Supplier performance
 - Inventory strategy
 - Logistics routing
 - Documentation accuracy
 - Response times
- Support Lean, Kaizen, or Six Sigma initiatives.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Engineering, or related field.
- Preferred certifications:
 - IATA Cargo or DGR training (if air transport involved)
 - Spare-parts management or inventory-control training
 - Customs or trade-compliance courses

Experience

- 2–5 years in spare-parts logistics, time-critical logistics, maintenance supply chain, or technical procurement.
- Experience in aviation, automotive, manufacturing, or industrial environments is highly valued.



- Strong background in customer service and high-pressure operations.

4. Skills & Competencies

Technical Skills

- Strong understanding of spare-parts supply chains and technical components.
- Knowledge of time-critical logistics and multimodal transport.
- Familiarity with inventory systems, ERP, WMS, and tracking tools.
- Ability to read technical specifications and part documentation.
- Understanding of customs, DG, and compliance requirements.

Soft Skills

- Exceptional communication and coordination abilities.
- Ability to remain calm and decisive under pressure.
- Fast problem-solving and critical-thinking skills.
- High sense of urgency, ownership, and accountability.
- Strong teamwork and cross-functional collaboration.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Response Speed	Request response time, sourcing confirmation time
Delivery Performance	On-time delivery, transit-time adherence
Inventory Accuracy	Stock visibility, allocation accuracy
Customer Satisfaction	CSAT, escalation handling, complaint rate
Operational Accuracy	Documentation accuracy, incident rate
Cost & Efficiency	Routing optimization, cost-to-serve

6. Working Conditions

- Fast-paced, high-pressure environment.
- 24/7 operational coverage or on-call rotation may be required.
- Frequent interaction with suppliers, carriers, warehouses, and technical teams.
- Requires rapid decision-making and multitasking.

7. Reporting Structure



- Reports to: **Critical Logistics Manager / Spare Parts Supply Chain Manager**
- Works closely with:
 - Maintenance & engineering teams
 - Procurement
 - Warehousing & distribution
 - Time-critical logistics teams
 - Suppliers & OEMs
 - Customer service and operations

8. Role Impact

This role directly strengthens:

- Operational continuity and uptime
- Speed and reliability of critical-parts delivery
- Customer trust and service performance
- Inventory accuracy and supply-chain resilience
- Cost control and emergency-response capability



7.5. Express Operations Specialist

(Express Logistics • Last-Mile Operations • High-Velocity Networks • Service Reliability)

1. Role Purpose

The Express Operations Specialist ensures the efficient, accurate, and timely movement of express shipments across the network.

The role coordinates inbound and outbound flows, manages exceptions, supports last-mile delivery, and ensures service levels are met in a fast-paced, time-sensitive environment.

This position acts as the **operational heartbeat** of express logistics, ensuring parcels move seamlessly from pickup to final delivery.

2. Key Responsibilities

A. Express Network Operations

- Coordinate daily express operations including:
 - Parcel intake and sorting
 - Linehaul departures and arrivals
 - Last-mile dispatch
 - Return and reverse-logistics flows
- Ensure all shipments meet cut-off times and service-level commitments.
- Monitor operational bottlenecks and take immediate corrective action.

B. Shipment Processing & Accuracy

- Verify shipment data, labels, and documentation.
- Ensure correct routing, scanning, and handling of parcels.
- Resolve discrepancies such as:
 - Misroutes
 - Damaged parcels
 - Missing documentation
 - Incorrect labeling
- Maintain high levels of data accuracy and traceability.

C. Real-Time Tracking & Exception Management

- Monitor shipment status through TMS/WMS/express tracking systems.



- Identify delays, disruptions, or operational risks early.
- Coordinate recovery actions such as:
 - Rerouting
 - Rebooking
 - Urgent driver dispatch
 - Customer notification
- Ensure all exceptions are resolved quickly and professionally.

D. Customer Communication & Service Excellence

- Provide timely updates to customers, partners, and internal teams.
- Handle escalations with urgency and clarity.
- Support customer-service teams with operational insights.
- Ensure a positive customer experience in high-pressure situations.

E. Coordination with Carriers & Partners

- Work closely with:
 - Linehaul carriers
 - Last-mile delivery partners
 - Air express hubs
 - Cross-dock facilities
 - Customs brokers (if international)
- Ensure partners meet express-service performance standards.
- Support performance reviews and improvement initiatives.

F. Compliance, Safety & Quality

- Ensure compliance with:
 - Express-handling SOPs
 - Dangerous goods regulations (if applicable)
 - Security and screening requirements
 - Customs and trade-compliance rules
- Maintain clean, safe, and organized operational areas.
- Support audits and quality inspections.



G. Data, Reporting & Continuous Improvement

- Maintain accurate operational records and KPIs.
- Prepare daily performance reports (on-time performance, exceptions, volumes).
- Identify recurring issues and propose improvements.
- Support Lean, Kaizen, or Six Sigma initiatives.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Business, or related field.
- Preferred certifications:
 - Express operations or parcel-handling training
 - IATA Cargo or DGR (if air express involved)
 - Customs or trade-compliance courses

Experience

- 1–3 years in express logistics, parcel operations, last-mile delivery, or time-critical logistics.
- Experience in high-volume, fast-paced environments is highly valued.
- Strong background in customer service or operations control.

4. Skills & Competencies

Technical Skills

- Strong understanding of express logistics and parcel networks.
- Familiarity with TMS, WMS, scanning systems, and routing tools.
- Knowledge of customs, DG, and compliance requirements (if applicable).
- Ability to analyze operational data and identify trends.

Soft Skills

- High sense of urgency and ownership.
- Strong communication and coordination abilities.
- Ability to multitask and remain calm under pressure.
- Problem-solving and critical-thinking skills.
- Team-oriented mindset with cross-functional collaboration.



5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Performance	Cut-off adherence, delivery success rate
Operational Accuracy	Scan accuracy, misroute rate, documentation accuracy
Exception Management	Recovery time, incident resolution rate
Customer Satisfaction	CSAT, complaint rate, escalation handling
Efficiency	Throughput per hour, cost-to-serve, productivity metrics

6. Working Conditions

- Fast-paced, high-volume operational environment.
- Shift work may include nights, weekends, and holidays.
- Frequent interaction with drivers, carriers, warehouse teams, and customers.
- Requires physical activity (sorting, scanning, lifting) depending on site.

7. Reporting Structure

- Reports to: **Express Operations Manager / Hub Supervisor / Network Control Manager**
- Works closely with:
 - Linehaul & last-mile teams
 - Customer service
 - Warehouse operations
 - Customs & compliance
 - Network control centers

8. Role Impact

This role directly strengthens:

- Speed and reliability of express delivery
- Customer satisfaction and service performance
- Network efficiency and operational flow
- Exception management and service recovery
- Brand reputation in the express logistics market



7.6. On-Board Courier (OBC) Coordinator

(Hand-Carry Logistics • Time-Critical Operations • Global Mobility • 24/7 Response)

1. Role Purpose

The On-Board Courier (OBC) Coordinator manages urgent, high-value, and mission-critical shipments that require hand-carry delivery by a professional courier. The role ensures rapid courier deployment, secure handling of sensitive cargo, and flawless end-to-end coordination across global routes — minimizing downtime, operational risk, and customer impact.

This position acts as the **central control tower** for all OBC operations, coordinating couriers, airlines, customs, and customers in real time.

2. Key Responsibilities

A. OBC Request Handling & Case Management

- Receive and assess urgent OBC requests from customers, AOG desks, medical teams, or operations.
- Validate shipment details, urgency level, and feasibility of hand-carry transport.
- Provide immediate routing options, cost estimates, and transit-time scenarios.
- Open and manage OBC cases from initiation to final delivery.

B. Courier Selection & Deployment

- Select the most suitable courier based on:
 - Location and proximity
 - Visa and passport validity
 - Experience and cargo type
 - Airline and route availability
- Brief couriers on:
 - Routing
 - Cargo handling requirements
 - Customs procedures
 - Safety and security protocols
- Ensure couriers are deployed within minutes for urgent missions.

C. Routing, Planning & Optimization

- Identify the fastest and most reliable routing options using:



- Commercial flights
 - Multi-leg connections
 - Direct or express routes
 - Charter or private aviation (if required)
- Monitor flight schedules, delays, and disruptions.
- Prepare contingency plans for rerouting, cancellations, or customs delays.

D. Real-Time Operational Coordination

- Coordinate with:
 - Airlines and ground handling agents
 - Airport authorities
 - Customs and border control
 - Local couriers and last-mile partners
- Ensure smooth check-in, security clearance, and boarding for the courier.
- Track courier movements and cargo status in real time.

E. Documentation & Compliance

- Prepare and verify:
 - Courier travel documents
 - Customs declarations
 - Commercial invoices
 - DG documentation (if applicable)
 - OBC mission briefings
- Ensure compliance with:
 - Aviation security regulations
 - Customs and trade-compliance rules
 - High-value cargo handling standards
- Maintain accurate, audit-ready records.

F. Tracking, Monitoring & Incident Management

- Track OBC missions end-to-end using digital tools and manual follow-ups.
- Identify risks early and take immediate corrective action.



- Coordinate recovery actions such as:
 - Rebooking
 - Rerouting
 - Courier replacement
 - Charter deployment
- Document incidents and support root-cause analysis.

G. Customer Communication & Service Excellence

- Act as the primary point of contact for customers during OBC missions.
- Provide real-time updates, milestone notifications, and proactive alerts.
- Manage escalations with urgency, clarity, and professionalism.
- Deliver exceptional customer experience under extreme time pressure.

H. Courier Network Management

- Maintain a global network of vetted couriers.
- Ensure couriers meet:
 - Security standards
 - Documentation requirements
 - Training and compliance expectations
- Support courier onboarding, training, and performance reviews.

I. 24/7 Operations & Shift Work

- Support round-the-clock operations including nights, weekends, and holidays.
- Participate in on-call rotations for emergency response.
- Maintain high performance in fast-paced, high-pressure environments.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Aviation, Supply Chain, or related field.
- Preferred certifications:
 - IATA Cargo or DGR training
 - Aviation security training
 - Customs or trade-compliance courses



Experience

- 2–5 years in time-critical logistics, OBC operations, air freight, or emergency logistics.
- Experience with AOG, medical, or high-value shipments is highly valued.
- Strong background in customer service within high-pressure environments.

4. Skills & Competencies

Technical Skills

- Strong understanding of air travel, airline operations, and global mobility.
- Knowledge of customs, immigration, and security procedures.
- Familiarity with time-critical logistics and multimodal routing.
- Proficiency in tracking systems, TMS, and communication tools.
- Ability to prepare and verify transport and travel documentation.

Soft Skills

- Exceptional communication and coordination abilities.
- Ability to remain calm, decisive, and solution-oriented under pressure.
- Fast problem-solving and critical-thinking skills.
- High sense of urgency, ownership, and accountability.
- Strong teamwork and cross-functional collaboration.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Response Speed	Quote response time, courier deployment time
Delivery Performance	On-time delivery, transit-time adherence
Customer Satisfaction	CSAT, escalation handling, complaint rate
Operational Accuracy	Documentation accuracy, incident rate
Courier Network Performance	Availability, readiness, compliance
Crisis Management	Recovery time, disruption resolution success

6. Working Conditions

- High-pressure, fast-paced aviation and logistics environment.



- 24/7 operational coverage with shift work or on-call duties.
- Frequent interaction with airlines, couriers, customs, and customers.
- Requires rapid decision-making and multitasking.

7. Reporting Structure

- Reports to: **OBC Operations Manager / Time-Critical Logistics Manager**
- Works closely with:
 - Courier network
 - Airlines and ground handlers
 - Customs & compliance
 - Customer service
 - AOG and emergency logistics teams
 - Global control towers

8. Role Impact

This role directly strengthens:

- Speed and reliability of hand-carry logistics
- Customer trust during critical operational moments
- AOG, medical, and high-value supply-chain continuity
- Safety, compliance, and documentation integrity
- Brand reputation in the time-critical logistics market



7.7. Hand Carry Specialist

(On-Board Courier Operations • Time-Critical Logistics • Global Mobility • High-Value Cargo)

1. Role Purpose

The Hand Carry Specialist manages the end-to-end coordination of urgent, high-value, and time-critical shipments that require personal escort by a courier.

The role ensures rapid courier deployment, secure cargo handling, and flawless execution across global routes minimizing downtime, operational risk, and customer impact.

This position acts as the **operational control point** for all hand-carry missions, ensuring speed, accuracy, and exceptional customer experience.

2. Key Responsibilities

A. Hand-Carry Request Handling

- Receive and assess urgent hand-carry requests from customers, AOG desks, medical teams, or operations.
- Validate shipment details, urgency, and feasibility of hand-carry transport.
- Provide immediate routing options, cost estimates, and transit-time scenarios.
- Open and manage cases from initiation to final delivery.

B. Courier Selection & Deployment

- Select the most suitable courier based on:
 - Location and availability
 - Passport/visa readiness
 - Experience with cargo type
 - Airline and route feasibility
- Brief couriers on:
 - Routing
 - Cargo handling requirements
 - Customs procedures
 - Safety and security protocols
- Ensure couriers are deployed within minutes for urgent missions.

C. Routing & Transport Planning



- Identify the fastest and most reliable routing options using:
 - Commercial flights
 - Multi-leg connections
 - Direct or express routes
 - Charter or private aviation (if required)
- Monitor flight schedules, delays, and disruptions.
- Prepare contingency plans for rerouting, cancellations, or customs delays.

D. Real-Time Operational Coordination

- Coordinate with:
 - Airlines and ground handling agents
 - Airport authorities
 - Customs and border control
 - Local couriers and last-mile partners
- Ensure smooth check-in, security clearance, and boarding for the courier.
- Track courier movements and cargo status in real time.

E. Documentation & Compliance

- Prepare and verify:
 - Courier travel documents
 - Customs declarations
 - Commercial invoices
 - DG documentation (if applicable)
 - Mission briefings
- Ensure compliance with:
 - Aviation security regulations
 - Customs and trade-compliance rules
 - High-value cargo handling standards
- Maintain accurate, audit-ready records.

F. Tracking, Monitoring & Incident Management

- Track missions end-to-end using digital tools and manual follow-ups.



- Identify risks early and take immediate corrective action.
- Coordinate recovery actions such as:
 - Rebooking
 - Rerouting
 - Courier replacement
 - Charter deployment
- Document incidents and support root-cause analysis.

G. Customer Communication & Service Excellence

- Act as the primary point of contact for customers during hand-carry missions.
- Provide real-time updates, milestone notifications, and proactive alerts.
- Manage escalations with urgency, clarity, and professionalism.
- Deliver exceptional customer experience under extreme time pressure.

H. Courier Network Management

- Maintain a global network of vetted couriers.
- Ensure couriers meet:
 - Security standards
 - Documentation requirements
 - Training and compliance expectations
- Support courier onboarding, training, and performance reviews.

I. 24/7 Operations & Shift Work

- Support round-the-clock operations including nights, weekends, and holidays.
- Participate in on-call rotations for emergency response.
- Maintain high performance in fast-paced, high-pressure environments.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Aviation, Supply Chain, or related field.
- Preferred certifications:
 - IATA Cargo or DGR training
 - Aviation security training



- Customs or trade-compliance courses

Experience

- 2–5 years in time-critical logistics, OBC operations, air freight, or emergency logistics.
- Experience with AOG, medical, or high-value shipments is highly valued.
- Strong background in customer service within high-pressure environments.

4. Skills & Competencies

Technical Skills

- Strong understanding of air travel, airline operations, and global mobility.
- Knowledge of customs, immigration, and security procedures.
- Familiarity with time-critical logistics and multimodal routing.
- Proficiency in tracking systems, TMS, and communication tools.
- Ability to prepare and verify transport and travel documentation.

Soft Skills

- Exceptional communication and coordination abilities.
- Ability to remain calm, decisive, and solution-oriented under pressure.
- Fast problem-solving and critical-thinking skills.
- High sense of urgency, ownership, and accountability.
- Strong teamwork and cross-functional collaboration.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Response Speed	Quote response time, courier deployment time
Delivery Performance	On-time delivery, transit-time adherence
Customer Satisfaction	CSAT, escalation handling, complaint rate
Operational Accuracy	Documentation accuracy, incident rate
Courier Network Performance	Availability, readiness, compliance
Crisis Management	Recovery time, disruption resolution success

6. Working Conditions



- High-pressure, fast-paced aviation and logistics environment.
- 24/7 operational coverage with shift work or on-call duties.
- Frequent interaction with airlines, couriers, customs, and customers.
- Requires rapid decision-making and multitasking.

7. Reporting Structure

- Reports to: **OBC Operations Manager / Time-Critical Logistics Manager**
- Works closely with:
 - Courier network
 - Airlines and ground handlers
 - Customs & compliance
 - Customer service
 - AOG and emergency logistics teams
 - Global control towers

8. Role Impact

This role directly strengthens:

- Speed and reliability of hand-carry logistics
- Customer trust during critical operational moments
- AOG, medical, and high-value supply-chain continuity
- Safety, compliance, and documentation integrity
- Brand reputation in the time-critical logistics market



7.8. 24/7 Control Tower Operator

(Real-Time Operations • Global Visibility • Exception Management • Time-Critical Logistics)

1. Role Purpose

The 24/7 Control Tower Operator provides real-time monitoring, coordination, and exception management across the logistics network.

The role ensures continuous visibility of shipments, assets, and operational flows, enabling rapid response to disruptions and maintaining service reliability around the clock.

This position acts as the **nerve center** of the supply chain, ensuring that time-critical, express, and high-value shipments move seamlessly across global networks.

2. Key Responsibilities

A. Real-Time Monitoring & Network Visibility

- Monitor shipments, flights, linehauls, and last-mile activities in real time.
- Use TMS, WMS, GPS, telematics, and control-tower platforms to track:
 - Time-critical shipments
 - Express parcels
 - High-value cargo
 - Temperature-controlled loads
 - Fleet and driver movements
- Identify risks, delays, or deviations immediately.

B. Exception Management & Rapid Response

- Detect operational disruptions such as:
 - Flight delays
 - Customs holds
 - Traffic incidents
 - Weather disruptions
 - Equipment failures
- Initiate corrective actions including:
 - Rerouting
 - Rebooking



- Dispatching backup vehicles
 - Escalating to carriers or partners
- Document incidents and ensure timely resolution.

C. Communication & Coordination

- Act as the central communication hub between:
 - Operations teams
 - Drivers and couriers
 - Airlines and carriers
 - Warehouses and hubs
 - Customer service
 - External partners
- Provide real-time updates and instructions to ensure operational continuity.

D. Customer & Stakeholder Updates

- Provide proactive notifications to customers regarding:
 - Delays
 - ETA changes
 - Exceptions
 - Recovery actions
- Support customer-service teams with accurate, real-time information.
- Maintain a high level of professionalism during escalations.

E. Control Tower Reporting & Documentation

- Maintain accurate logs of:
 - Incidents
 - Escalations
 - Recovery actions
 - Shipment milestones
- Prepare shift reports and handover notes for the next operator.
- Support KPI reporting and performance dashboards.

F. Compliance, Safety & Quality



- Ensure adherence to:
 - SOPs and operational standards
 - Security and screening requirements
 - Temperature-control protocols
 - Dangerous goods regulations (if applicable)
- Support audits and quality inspections.
- Report safety risks or non-compliance immediately.

G. Continuous Improvement

- Identify recurring issues and propose improvements to:
 - Routing
 - Carrier performance
 - System alerts
 - Communication flows
 - Control tower processes
- Support Lean, Kaizen, or Six Sigma initiatives.

H. 24/7 Shift Operations

- Work rotating shifts including nights, weekends, and holidays.
- Maintain high performance under pressure and time constraints.
- Ensure seamless handovers between shifts.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Business, or related field.
- Preferred certifications:
 - Control tower or operations-control training
 - IATA Cargo or DGR (if air operations involved)
 - Customs or trade-compliance courses

Experience

- 1–3 years in logistics operations, express networks, control tower, or time-critical logistics.



- Experience in high-pressure, real-time operational environments is highly valued.
- Strong background in customer service or operations control.

4. Skills & Competencies

Technical Skills

- Strong understanding of multimodal logistics and express operations.
- Proficiency with TMS, WMS, GPS, telematics, and control-tower platforms.
- Ability to interpret operational data and identify risks.
- Knowledge of customs, DG, and compliance requirements (if applicable).
- Strong documentation and reporting skills.

Soft Skills

- High sense of urgency and situational awareness.
- Excellent communication and coordination abilities.
- Ability to multitask and remain calm under pressure.
- Strong problem-solving and decision-making skills.
- Team-oriented mindset with cross-functional collaboration.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Performance	Delivery success rate, milestone adherence
Exception Management	Recovery time, incident resolution rate
Operational Accuracy	Scan accuracy, documentation accuracy
Customer Satisfaction	CSAT, escalation handling
Network Efficiency	Throughput, routing optimization
Shift Performance	Handover quality, response time

6. Working Conditions

- Fast-paced, high-pressure operational environment.
- 24/7 shift rotation includes nights, weekends, and holidays.
- Frequent interaction with drivers, carriers, warehouses, and customers.
- Requires rapid decision-making and multitasking.



7. Reporting Structure

- Reports to: **Control Tower Manager / Network Operations Manager**
- Works closely with:
 - Linehaul & last-mile teams
 - Air and road carriers
 - Customer service
 - Warehouse operations
 - Customs & compliance
 - Global control towers

8. Role Impact

This role directly strengthens:

- Real-time supply-chain visibility
- Speed and reliability of express and time-critical operations
- Customer satisfaction and service performance
- Exception management and operational resilience
- Network efficiency and service recovery
- Brand reputation in high-performance logistics markets



7.9. Time Critical Operations Manager

(Leadership • Emergency Logistics • AOG/OBC • 24/7 Control Tower • High-Value Supply Chains)

1. Role Purpose

The Time Critical Operations Manager leads the end-to-end management of urgent, high-value, and mission-critical logistics operations.

The role ensures rapid response, flawless execution, and operational resilience across global networks — covering AOG, OBC, NFO, express road, medical emergencies, and other time-critical shipments.

This position acts as the **operational commander**, responsible for performance, customer satisfaction, and 24/7 service continuity.

2. Key Responsibilities

A. Leadership of Time-Critical Operations

- Lead and manage the Time-Critical Operations team, including:
 - AOG Specialists
 - OBC/Hand-Carry Coordinators
 - Critical Spare Parts Coordinators
 - Express Operations Specialists
 - 24/7 Control Tower Operators
- Ensure high performance, discipline, and operational readiness at all times.
- Maintain a culture of urgency, precision, and customer focus.

B. 24/7 Control Tower Oversight

- Oversee real-time monitoring of global shipments, flights, linehauls, and last-mile activities.
- Ensure rapid detection and resolution of exceptions.
- Guarantee seamless shift handovers and continuous operational visibility.
- Maintain escalation protocols and crisis-response readiness.

C. AOG, OBC & Emergency Logistics Management

- Ensure rapid response to:
 - AOG (Aircraft on Ground) events



- OBC/hand-carry missions
 - Medical emergencies
 - Automotive line-stoppers
 - High-value or sensitive cargo
- Approve routing decisions, charter deployments, and courier assignments.
- Ensure compliance with aviation, customs, and security regulations.

D. Operational Performance & Service Reliability

- Ensure all time-critical shipments meet:
 - Transit-time commitments
 - Customer SLAs
 - Compliance and documentation standards
- Monitor KPIs and operational dashboards.
- Drive continuous improvement in speed, accuracy, and reliability.

E. Customer & Stakeholder Management

- Act as the senior escalation point for major customers and critical events.
- Lead customer reviews, QBRs, and performance discussions.
- Ensure transparent communication during disruptions or emergencies.
- Build strong relationships with airlines, carriers, couriers, and partners.

F. Routing, Planning & Crisis Decision-Making

- Approve complex or high-risk routing decisions.
- Evaluate multimodal options including:
 - NFO
 - OBC
 - Charter
 - Express road
 - Multimodal emergency corridors
- Lead crisis-management actions during:
 - Flight cancellations



- Customs holds
 - Weather disruptions
 - Security incidents
- Ensure rapid recovery and minimal customer impact.

G. Compliance, Safety & Quality Assurance

- Ensure adherence to:
 - Aviation security standards
 - Customs and trade-compliance rules
 - DG regulations
 - High-value cargo handling protocols
- Support audits, certifications, and quality inspections.
- Maintain audit-ready documentation and operational records.

H. Team Development & Capability Building

- Recruit, train, and develop time-critical operations staff.
- Deliver training on:
 - AOG logistics
 - OBC/hand-carry operations
 - Emergency routing
 - Control tower systems
 - Customer communication under pressure
- Build a resilient, high-performing team capable of 24/7 operations.

I. Continuous Improvement & Innovation

- Identify operational bottlenecks and implement improvements.
- Drive automation, digitalization, and process optimization.
- Collaborate with IT/Digital to enhance tracking, visibility, and alerting systems.
- Lead Lean, Kaizen, or Six Sigma initiatives.

3. Required Qualifications & Experience

Education



- Degree in Logistics, Aviation, Supply Chain, Business, or related field.
- Preferred certifications:
 - IATA Cargo or DGR
 - Aviation logistics or AOG training
 - Lean Six Sigma Green/Black Belt
 - Customs or trade-compliance training

Experience

- 5–8+ years in time-critical logistics, AOG operations, express networks, or emergency logistics.
- Proven leadership experience in high-pressure, 24/7 operational environments.
- Strong background in customer-facing and escalation-management roles.
- Experience with multimodal routing and crisis decision-making.

4. Skills & Competencies

Technical Skills

- Deep understanding of time-critical logistics and aviation supply chains.
- Strong knowledge of routing, flight schedules, and multimodal transport.
- Proficiency with TMS, WMS, control-tower platforms, and tracking tools.
- Knowledge of customs, DG, and compliance requirements.
- Strong analytical and operational-planning skills.

Leadership Skills

- High emotional intelligence and crisis-leadership capability.
- Ability to lead teams under pressure and tight deadlines.
- Strong communication and stakeholder-management abilities.
- Decisive, calm, and solution-oriented mindset.

5. Key Performance Indicators (KPIs)

KPI Category

Example Metrics

Response Speed

Case opening time, routing approval time



KPI Category	Example Metrics
On-Time Performance	Delivery success rate, transit-time adherence
Exception Management	Recovery time, incident resolution rate
Customer Satisfaction	CSAT, escalation handling, complaint rate
Operational Accuracy	Documentation accuracy, misroute rate
Team Performance	Shift readiness, training completion, productivity
Cost & Efficiency	Routing optimization, cost-to-serve

6. Working Conditions

- High-pressure, fast-paced operational environment.
- 24/7 shift coverage with on-call responsibilities.
- Frequent interaction with airlines, couriers, carriers, and customers.
- Requires rapid decision-making and multitasking.

7. Reporting Structure

- Reports to: **Head of Time-Critical Logistics / Operations Director**
- Leads:
 - AOG Specialists
 - OBC/Hand-Carry Coordinators
 - Critical Spare Parts Coordinators
 - Express Operations Specialists
 - Control Tower Operators
- Works closely with:
 - Airlines & ground handlers
 - Carriers & couriers
 - Customs & compliance
 - Customer service
 - Global control towers

8. Role Impact



This role directly strengthens:

- Speed and reliability of time-critical operations
- Customer trust during high-stakes events
- Operational resilience and crisis-response capability
- AOG, medical, and high-value supply-chain continuity
- Brand reputation in premium logistics markets
- Team capability and 24/7 operational excellence



Project Cargo & Heavy-Lift Transport

7.10. Project Cargo Coordinator

(Heavy Lift • Out-of-Gauge Transport • Industrial Projects • Multimodal Logistics)

1. Role Purpose

The Project Cargo Coordinator manages the planning, coordination, and execution of complex, oversized, heavy-lift, and project-specific cargo movements.

The role ensures safe, compliant, and cost-effective transport of large industrial components across multimodal networks — including road, sea, air, barge, and specialized heavy-lift equipment.

This position acts as the **operational control point** for project cargo shipments, ensuring technical accuracy, stakeholder alignment, and flawless execution.

2. Key Responsibilities

A. Project Cargo Planning & Coordination

- Manage end-to-end coordination of:
 - Heavy-lift cargo
 - Out-of-gauge (OOG) shipments
 - Breakbulk cargo
 - Industrial project movements
 - Factory relocations and turnkey projects
- Develop detailed transport plans, timelines, and execution strategies.
- Coordinate with engineering, operations, carriers, and site teams.

B. Technical Assessment & Feasibility

- Review cargo specifications, drawings, and lifting points.
- Conduct feasibility studies including:
 - Route surveys
 - Load-bearing assessments
 - Equipment selection
 - Clearance checks
- Identify risks and propose mitigation measures.



- Ensure compliance with engineering and safety standards.

C. Multimodal Transport Coordination

- Plan and coordinate transport via:
 - Heavy-haul road transport
 - Flat racks, open-tops, mafi trailers
 - Breakbulk vessels
 - Air charter (for urgent or oversized cargo)
 - Barge and inland waterways
- Ensure seamless handovers between modes and partners.
- Optimize routing for safety, cost, and transit time.

D. Carrier, Vendor & Partner Management

- Coordinate with:
 - Heavy-haul trucking companies
 - Stevedores and port terminals
 - Vessel operators and chartering teams
 - Crane and rigging companies
 - Surveyors and escort services
- Ensure partners meet project-specific performance and safety standards.
- Support vendor selection and performance evaluations.

E. Documentation & Compliance

- Prepare and verify:
 - Method statements
 - Lifting plans
 - Risk assessments
 - Transport permits (road, bridge, police escort)
 - Customs and export documentation
 - Cargo securing plans
- Ensure compliance with:



- Local and international transport regulations
 - Heavy-lift and rigging standards
 - Port and terminal requirements
 - Safety and environmental rules
- Maintain audit-ready documentation.

F. Execution, Monitoring & On-Site Coordination

- Monitor project cargo movements in real time.
- Coordinate on-site activities such as:
 - Loading and unloading
 - Lashing and securing
 - Crane operations
 - Route escorts and convoy management
- Resolve operational issues quickly and professionally.
- Ensure safe execution according to method statements.

G. Customer & Stakeholder Communication

- Act as the primary point of contact for customers during project execution.
- Provide regular updates, milestone reports, and risk alerts.
- Manage escalations with clarity and professionalism.
- Participate in customer meetings, site visits, and project reviews.

H. Cost Control & Quotation Support

- Support pricing and quotation development for project cargo movements.
- Evaluate costs for:
 - Heavy-haul equipment
 - Crane and rigging services
 - Port handling
 - Vessel space or chartering
 - Permits and escorts
- Ensure cost control during execution and prevent overruns.



I. Continuous Improvement

- Identify opportunities to improve:
 - Routing
 - Equipment utilization
 - Safety practices
 - Documentation accuracy
 - Vendor performance
- Support Lean, Kaizen, or Six Sigma initiatives.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Engineering, Maritime Transport, or related field.
- Preferred certifications:
 - Project cargo or heavy-lift training (e.g., PCN, FIATA)
 - Rigging or lifting certification
 - Safety or risk-assessment training
 - Customs or trade-compliance courses

Experience

- 3–5+ years in project cargo, heavy-lift, OOG transport, or industrial logistics.
- Experience with multimodal transport and technical cargo handling.
- Strong background in customer-facing and operational roles.

4. Skills & Competencies

Technical Skills

- Strong understanding of heavy-lift and OOG logistics.
- Knowledge of cranes, rigging, lifting points, and securing methods.
- Familiarity with multimodal transport and port operations.
- Ability to read engineering drawings and technical specifications.
- Proficiency with TMS, project-planning tools, and documentation systems.



Soft Skills

- Strong communication and coordination abilities.
- High attention to detail and safety awareness.
- Ability to manage complex operations under pressure.
- Problem-solving and decision-making skills.
- Customer-centric mindset and professional demeanor.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Operational Execution	On-time delivery, milestone adherence
Safety & Compliance	Incident rate, permit accuracy, audit results
Cost Control	Budget adherence, variance reduction
Customer Satisfaction	CSAT, complaint rate, escalation handling
Documentation Accuracy	Method statement quality, error rate
Vendor Performance	Reliability, safety compliance, responsiveness

6. Working Conditions

- Field and office-based role with frequent site visits.
- Exposure to heavy-lift operations, ports, terminals, and industrial sites.
- May require travel, overtime, and weekend work depending on project timelines.
- Requires strict adherence to safety protocols.

7. Reporting Structure

- Reports to: **Project Cargo Manager / Industrial Projects Manager**
- Works closely with:
 - Engineering & technical teams
 - Heavy-haul carriers
 - Port and terminal operators
 - Crane and rigging teams
 - Customs & compliance



- Customer project teams

8. Role Impact

This role directly strengthens:

- Safe and compliant execution of heavy-lift and project cargo
- Customer trust and project-delivery performance
- Operational efficiency and cost control
- Technical accuracy and risk mitigation
- Brand reputation in specialized logistics markets



7.11. Project Cargo Manager

(Heavy Lift • Out-of-Gauge Transport • Industrial Projects • EPC Logistics • Multimodal Execution)

1. Role Purpose

The Project Cargo Manager leads the planning, coordination, and execution of complex, oversized, and heavy-lift cargo movements for industrial and EPC (Engineering, Procurement & Construction) projects.

The role ensures safe, compliant, and cost-effective delivery of large components across multimodal networks — including road, sea, air, barge, and specialized heavy-haul equipment.

This position acts as the **technical authority and operational leader** for project cargo logistics, ensuring flawless execution, risk mitigation, and customer satisfaction.

2. Key Responsibilities

A. Strategic Project Leadership

- Lead end-to-end management of heavy-lift, OOG, breakbulk, and industrial project shipments.
- Develop project logistics strategies, execution plans, and risk-mitigation frameworks.
- Oversee multiple projects simultaneously across regions and transport modes.
- Ensure alignment with engineering specifications, customer requirements, and safety standards.

B. Technical Assessment & Engineering Interface

- Review engineering drawings, lifting points, center-of-gravity data, and cargo specifications.
- Approve feasibility studies including:
 - Route surveys
 - Load-bearing assessments
 - Clearance checks
 - Equipment selection
- Validate method statements, lifting plans, and securing plans.
- Collaborate with engineering teams to ensure technical accuracy.

C. Multimodal Transport Planning & Execution



- Design and manage multimodal transport solutions including:
 - Heavy-haul road transport
 - Breakbulk and Ro-Ro vessels
 - Flat racks, open-tops, mafi trailers
 - Barge and inland waterways
 - Air charter for urgent or oversized cargo
- Ensure seamless coordination between modes, partners, and sites.
- Optimize routing for safety, cost, and transit time.

D. Vendor, Carrier & Partner Management

- Select and manage:
 - Heavy-haul carriers
 - Crane and rigging companies
 - Stevedores and port terminals
 - Vessel operators and chartering teams
 - Surveyors and escort services
- Negotiate rates, contracts, and service agreements.
- Ensure partners meet safety, compliance, and performance standards.

E. Compliance, Permits & Documentation

- Oversee preparation and approval of:
 - Transport permits (road, bridge, police escort)
 - Lifting plans and method statements
 - Risk assessments and HSE documentation
 - Customs and export documentation
 - Cargo securing and stowage plans
- Ensure compliance with:
 - Local and international transport regulations
 - Heavy-lift and rigging standards
 - Port and terminal requirements
 - Safety and environmental rules



- Maintain audit-ready documentation for all projects.

F. On-Site Supervision & Execution Control

- Lead on-site operations during critical activities such as:
 - Loading and unloading
 - Lashing and securing
 - Crane operations
 - Convoy and escort management
- Ensure safe execution according to approved method statements.
- Resolve operational issues quickly and professionally.

G. Customer & Stakeholder Management

- Act as the senior point of contact for customers during project execution.
- Lead project meetings, site visits, and technical reviews.
- Provide milestone reporting, risk alerts, and performance updates.
- Manage escalations with clarity and authority.

H. Financial Management & Cost Control

- Prepare and validate project budgets, quotations, and cost models.
- Monitor project financial performance and prevent cost overruns.
- Approve vendor invoices and ensure accurate billing.
- Identify opportunities for cost optimization.

I. Team Leadership & Capability Development

- Lead and mentor Project Cargo Coordinators and operational teams.
- Provide training on:
 - Heavy-lift logistics
 - Technical cargo handling
 - Safety and compliance
 - Project management
- Build a high-performing, safety-focused project cargo team.

J. Continuous Improvement & Innovation

- Identify opportunities to improve:



- Routing and engineering solutions
 - Vendor performance
 - Safety practices
 - Documentation accuracy
 - Project planning tools
- Support Lean, Kaizen, or Six Sigma initiatives.
- Promote innovation in heavy-lift and project logistics.

3. Required Qualifications & Experience

Education

- Degree in Logistics, Supply Chain, Engineering, Maritime Transport, or related field.
- Preferred certifications:
 - Project cargo or heavy-lift training (PCN, FIATA, or equivalent)
 - Rigging or lifting certification
 - Project management (PMP/Prince2)
 - HSE or risk-assessment training

Experience

- 7–10+ years in project cargo, heavy-lift, OOG transport, or industrial logistics.
- Proven experience managing large-scale, complex projects.
- Strong background in multimodal transport and technical cargo handling.
- Experience leading teams and managing customer relationships.

4. Skills & Competencies

Technical Skills

- Deep understanding of heavy-lift and OOG logistics.
- Strong knowledge of cranes, rigging, lifting points, and securing methods.
- Ability to read engineering drawings and technical specifications.
- Proficiency with TMS, project-planning tools, and documentation systems.
- Strong understanding of port operations and vessel stowage.

Leadership & Soft Skills



- Strong communication and stakeholder-management abilities.
- High attention to detail and safety awareness.
- Ability to lead teams under pressure and tight deadlines.
- Strategic thinking and operational planning capability.
- Customer-centric mindset and professional presence.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Project Delivery	On-time delivery, milestone adherence
Safety & Compliance	Incident rate, permit accuracy, audit results
Financial Performance	Budget adherence, cost variance
Customer Satisfaction	CSAT, escalation handling
Operational Accuracy	Documentation quality, error rate
Vendor Performance	Reliability, safety compliance, responsiveness

6. Working Conditions

- Office and field-based role with frequent site visits.
- Exposure to heavy-lift operations, ports, terminals, and industrial sites.
- Travel required depending on project locations.
- Requires strict adherence to safety protocols.

7. Reporting Structure

- Reports to: **Head of Project Logistics / Industrial Projects Director**
- Leads:
 - Project Cargo Coordinators
 - Site Supervisors
 - Technical and operational teams
- Works closely with:
 - Engineering & technical teams
 - Heavy-haul carriers
 - Port and terminal operators



- Crane and rigging teams
- Customs & compliance
- Customer project teams

8. Role Impact

This role directly strengthens:

- Safe and compliant execution of heavy-lift and project cargo
- Customer trust and long-term project partnerships
- Operational efficiency and cost control
- Technical accuracy and risk mitigation
- Brand reputation in specialized logistics markets
- Team capability and project-delivery excellence



7.12. Heavy Lift Transport Planner

(Heavy Haulage • OOG Transport • Route Engineering • Technical Planning • Industrial Projects)

1. Role Purpose

The Heavy Lift Transport Planner is responsible for designing, evaluating, and planning the safe and compliant movement of oversized, heavy-lift, and out-of-gauge cargo. The role ensures that every transport plan is technically sound, operationally feasible, and aligned with engineering, safety, and regulatory requirements.

This position acts as the **technical architect** of heavy-haul operations, supporting project teams with route studies, equipment selection, permitting, and execution planning.

2. Key Responsibilities

A. Technical Transport Planning

- Develop detailed transport plans for:
 - Heavy-lift cargo
 - Out-of-gauge (OOG) shipments
 - Breakbulk and industrial components
 - Factory relocations and EPC project cargo
- Prepare technical drawings, load plans, and execution sequences.
- Ensure all plans meet engineering, safety, and regulatory standards.

B. Route Surveys & Feasibility Studies

- Conduct or coordinate route surveys including:
 - Road geometry and clearance checks
 - Bridge load-bearing assessments
 - Overhead obstacles and turning radius analysis
 - Traffic and infrastructure constraints
- Identify risks and propose mitigation measures.
- Evaluate alternative routes and transport modes.

C. Equipment Selection & Load Engineering

- Determine appropriate equipment such as:
 - Multi-axle trailers (SPMT, modular trailers, low-loaders)



- Cranes and rigging systems
 - Lashing and securing materials
 - Escort vehicles and support equipment
- Calculate axle loads, center of gravity, and stability requirements.
- Prepare lifting and securing plans in collaboration with engineering teams.

D. Permits, Compliance & Regulatory Coordination

- Prepare and submit applications for:
 - Road permits
 - Bridge approvals
 - Police escorts
 - Special transport authorizations
- Ensure compliance with:
 - Local and international transport regulations
 - Heavy-haul and rigging standards
 - Safety and environmental requirements
- Maintain accurate, audit-ready documentation.

E. Stakeholder Coordination

- Collaborate with:
 - Project Cargo Managers
 - Heavy-haul carriers
 - Crane and rigging teams
 - Port and terminal operators
 - Surveyors and escort services
 - Local authorities and permitting agencies
- Ensure all parties understand the transport plan and execution requirements.

F. Execution Support & On-Site Supervision

- Support on-site operations during:
 - Loading and unloading
 - Lashing and securing



- Crane operations
 - Convoy and escort movements
- Ensure execution follows approved method statements.
- Resolve technical or operational issues quickly.

G. Documentation & Reporting

- Prepare:
 - Method statements
 - Risk assessments
 - Technical drawings
 - Route maps and survey reports
- Maintain detailed records for compliance, audits, and customer reporting.

H. Continuous Improvement

- Identify opportunities to improve:
 - Routing efficiency
 - Equipment utilization
 - Safety practices
 - Documentation accuracy
 - Vendor performance
- Support innovation in heavy-lift engineering and planning.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Engineering, Transport Planning, or related field.
- Preferred certifications:
 - Heavy-lift or project cargo training (PCN, FIATA, or equivalent)
 - Rigging or lifting certification
 - HSE or risk-assessment training

Experience

- 3–7+ years in heavy-haul, OOG transport, project cargo, or industrial logistics.
- Experience with route surveys, technical planning, and multimodal operations.



- Strong background in engineering-related logistics roles.

4. Skills & Competencies

Technical Skills

- Strong understanding of heavy-haul equipment and engineering principles.
- Ability to read technical drawings, CAD files, and engineering specifications.
- Knowledge of cranes, rigging, lifting points, and securing methods.
- Familiarity with multimodal transport and port operations.
- Proficiency with route-planning tools, CAD software, and TMS systems.

Soft Skills

- High attention to detail and safety awareness.
- Strong communication and coordination abilities.
- Analytical and problem-solving mindset.
- Ability to work under pressure and tight deadlines.
- Customer-centric and solution-oriented approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Planning Accuracy	Quality of method statements, error rate
Safety & Compliance	Incident rate, permit accuracy, audit results
Operational Efficiency	Route optimization, equipment utilization
Customer Satisfaction	CSAT, escalation handling
Cost Control	Budget adherence, variance reduction
Execution Quality	On-time delivery, milestone adherence

6. Working Conditions

- Office and field-based role with frequent site visits.
- Exposure to heavy-lift operations, ports, terminals, and industrial sites.
- Travel required depending on project locations.
- Requires strict adherence to safety protocols.

7. Reporting Structure



- Reports to: **Project Cargo Manager / Heavy-Lift Operations Manager**
- Works closely with:
 - Engineering teams
 - Heavy-haul carriers
 - Crane and rigging teams
 - Port and terminal operators
 - Surveyors and authorities
 - Customer project teams

8. Role Impact

This role directly strengthens:

- Safe and compliant execution of heavy-lift operations
- Technical accuracy and risk mitigation
- Customer trust and project-delivery performance
- Operational efficiency and cost control
- Brand reputation in specialized logistics markets



7.13. Out of Gauge (OOG) Cargo Specialist

(Oversized Cargo • Breakbulk • Special Equipment • Multimodal Transport • Industrial Projects)

1. Role Purpose

The Out of Gauge (OOG) Cargo Specialist manages the planning, coordination, and execution of oversized and non-standard cargo movements that exceed standard container dimensions.

The role ensures safe, compliant, and cost-effective handling of OOG shipments using special equipment such as flat racks, open-tops, mafi trailers, and breakbulk vessels.

This position acts as the **operational expert** for OOG cargo, bridging technical requirements with practical execution across global supply chains.

2. Key Responsibilities

A. OOG Cargo Planning & Coordination

- Manage end-to-end coordination of OOG shipments across sea, road, air, and multimodal networks.
- Review cargo dimensions, weight, center of gravity, and lifting points.
- Determine the most suitable transport mode and equipment.
- Prepare OOG transport plans, timelines, and execution strategies.

B. Technical Assessment & Feasibility

- Conduct feasibility checks including:
 - Cargo fit on flat racks, open-tops, mafi trailers
 - Lashing and securing requirements
 - Terminal handling capabilities
 - Vessel stowage and port restrictions
- Identify risks and propose mitigation measures.
- Collaborate with engineering teams for technical validation.

C. Equipment Selection & Load Planning

- Select appropriate equipment such as:
 - Flat racks
 - Open-top containers
 - Mafi trailers



- Breakbulk stowage positions
- Prepare load plans, securing diagrams, and method statements.
- Ensure compliance with carrier, port, and safety requirements.

D. Carrier, Vendor & Partner Coordination

- Coordinate with:
 - Ocean carriers (container and breakbulk)
 - Trucking companies and heavy-haul providers
 - Port terminals and stevedores
 - Surveyors and lashing teams
- Ensure partners meet OOG handling standards.
- Support rate negotiations and vendor performance reviews.

E. Documentation & Compliance

- Prepare and verify:
 - OOG declarations
 - Method statements
 - Lashing and securing plans
 - Customs and export documentation
 - Risk assessments
- Ensure compliance with:
 - IMO, port, and carrier regulations
 - Local and international transport laws
 - Safety and environmental requirements
- Maintain audit-ready documentation.

F. Execution, Monitoring & On-Site Supervision

- Monitor OOG cargo movements from origin to destination.
- Coordinate on-site activities such as:
 - Loading and unloading
 - Lashing and securing
 - Crane operations



- Terminal handling
- Resolve operational issues quickly and professionally.
- Ensure safe execution according to approved plans.

G. Customer & Stakeholder Communication

- Act as the primary point of contact for customers during OOG shipments.
- Provide milestone updates, risk alerts, and performance reporting.
- Manage escalations with clarity and professionalism.
- Participate in customer meetings and site visits.

H. Cost Control & Quotation Support

- Support pricing and quotation development for OOG shipments.
- Evaluate costs for:
 - Special equipment
 - Terminal handling
 - Lashing and securing
 - Trucking and permits
 - Breakbulk stowage
- Ensure cost control during execution and prevent overruns.

I. Continuous Improvement

- Identify opportunities to improve:
 - Routing
 - Equipment utilization
 - Safety practices
 - Documentation accuracy
 - Vendor performance
- Support Lean, Kaizen, or Six Sigma initiatives.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Maritime Transport, or related field.
- Preferred certifications:



- OOG or project cargo training (PCN, FIATA, or equivalent)
- Rigging or lifting certification
- HSE or risk-assessment training

Experience

- 3–5+ years in OOG cargo, breakbulk, project cargo, or heavy-lift logistics.
- Experience with multimodal transport and special equipment.
- Strong background in customer-facing and operational roles.

4. Skills & Competencies

Technical Skills

- Strong understanding of OOG cargo handling and special equipment.
- Knowledge of lashing, securing, lifting points, and weight distribution.
- Familiarity with port operations, vessel stowage, and terminal constraints.
- Ability to read technical drawings and cargo specifications.
- Proficiency with TMS, planning tools, and documentation systems.

Soft Skills

- Strong communication and coordination abilities.
- High attention to detail and safety awareness.
- Ability to manage complex operations under pressure.
- Problem-solving and decision-making skills.
- Customer-centric mindset and professional demeanor.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Operational Execution	On-time delivery, milestone adherence
Safety & Compliance	Incident rate, securing accuracy, audit results
Cost Control	Budget adherence, variance reduction
Customer Satisfaction	CSAT, escalation handling
Documentation Accuracy	Method statement quality, error rate
Vendor Performance	Reliability, safety compliance, responsiveness



6. Working Conditions

- Office and field-based role with frequent site visits.
- Exposure to ports, terminals, heavy-lift operations, and industrial sites.
- Travel required depending on project locations.
- Requires strict adherence to safety protocols.

7. Reporting Structure

- Reports to: **Project Cargo Manager / OOG & Special Cargo Manager**
- Works closely with:
 - Engineering teams
 - Heavy-haul carriers
 - Port and terminal operators
 - Crane and rigging teams
 - Customs & compliance
 - Customer project teams

8. Role Impact

This role directly strengthens:

- Safe and compliant handling of oversized cargo
- Customer trust and project-delivery performance
- Operational efficiency and cost control
- Technical accuracy and risk mitigation
- Brand reputation in specialized logistics markets



7.14. Breakbulk Operations Specialist

(Breakbulk Handling • Terminal Operations • Vessel Coordination • Industrial Projects)

1. Role Purpose

The Breakbulk Operations Specialist manages the planning, coordination, and execution of breakbulk cargo operations across ports, terminals, and multimodal transport networks.

The role ensures safe, compliant, and efficient handling of non-containerized cargo such as steel, machinery, project components, heavy-lift units, and oversized industrial equipment.

This position acts as the **operational expert** for breakbulk handling, ensuring technical accuracy, stakeholder alignment, and flawless execution.

2. Key Responsibilities

A. Breakbulk Cargo Coordination

- Manage end-to-end coordination of breakbulk shipments across sea, road, barge, and multimodal networks.
- Review cargo specifications, lifting points, weight distribution, and handling requirements.
- Prepare operational plans for loading, unloading, stowage, and securing.
- Ensure compliance with carrier, port, and safety standards.

B. Terminal & Vessel Operations

- Coordinate with port terminals, stevedores, and vessel operators for:
 - Berthing schedules
 - Crane operations
 - Lashing and securing
 - Stowage planning
 - Cargo sequencing
- Supervise breakbulk operations on-site to ensure safe and efficient execution.
- Resolve operational issues quickly and professionally.

C. Equipment & Handling Planning

- Determine appropriate handling equipment such as:
 - Cranes (shore, mobile, gantry)



- Forklifts and reach stackers
 - Mafi trailers and roll trailers
 - Lashing and securing materials
- Prepare lifting plans and method statements in collaboration with engineering teams.
- Ensure equipment availability and readiness.

D. Documentation & Compliance

- Prepare and verify:
 - Cargo manifests
 - Stowage plans
 - Lashing and securing certificates
 - Method statements
 - Risk assessments
 - Customs and export documentation
- Ensure compliance with:
 - IMO regulations
 - Port and terminal rules
 - Safety and environmental standards
- Maintain accurate, audit-ready documentation.

E. Carrier, Vendor & Partner Coordination

- Work closely with:
 - Vessel operators and chartering teams
 - Stevedores and terminal operators
 - Trucking and heavy-haul carriers
 - Surveyors and lashing teams
 - Port authorities and customs
- Ensure partners meet performance, safety, and compliance expectations.
- Support vendor evaluations and improvement actions.

F. Execution Monitoring & On-Site Supervision



- Monitor breakbulk operations in real time.
- Supervise critical activities such as:
 - Lifting and lowering
 - Lashing and securing
 - Cargo positioning
 - Crane coordination
- Ensure safe execution according to approved plans.
- Document incidents and support root-cause analysis.

G. Customer & Stakeholder Communication

- Act as the primary operational contact for customers during breakbulk operations.
- Provide milestone updates, risk alerts, and performance reporting.
- Participate in customer meetings, site visits, and project reviews.
- Manage escalations with clarity and professionalism.

H. Cost Control & Quotation Support

- Support pricing and quotation development for breakbulk operations.
- Evaluate costs for:
 - Terminal handling
 - Crane and rigging services
 - Lashing and securing
 - Trucking and permits
 - Vessel stowage
- Ensure cost control during execution and prevent overruns.

I. Continuous Improvement

- Identify opportunities to improve:
 - Handling efficiency
 - Safety practices
 - Documentation accuracy
 - Vendor performance



- Terminal coordination
- Support Lean, Kaizen, or Six Sigma initiatives.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Maritime Transport, Supply Chain, or related field.
- Preferred certifications:
 - Breakbulk or project cargo training (PCN, FIATA, or equivalent)
 - Rigging or lifting certification
 - HSE or risk-assessment training

Experience

- 3–5+ years in breakbulk, project cargo, OOG, or heavy-lift logistics.
- Experience with port operations, vessel handling, and multimodal transport.
- Strong background in customer-facing and operational roles.

4. Skills & Competencies

Technical Skills

- Strong understanding of breakbulk handling and terminal operations.
- Knowledge of cranes, rigging, lifting points, and securing methods.
- Familiarity with vessel stowage, port operations, and terminal constraints.
- Ability to read technical drawings and cargo specifications.
- Proficiency with TMS, port systems, and documentation tools.

Soft Skills

- Strong communication and coordination abilities.
- High attention to detail and safety awareness.
- Ability to manage complex operations under pressure.
- Problem-solving and decision-making skills.
- Customer-centric mindset and professional demeanor.

5. Key Performance Indicators (KPIs)



KPI Category	Example Metrics
Operational Execution	On-time loading/unloading, milestone adherence
Safety & Compliance	Incident rate, securing accuracy, audit results
Cost Control	Budget adherence, variance reduction
Customer Satisfaction	CSAT, escalation handling
Documentation Accuracy	Method statement quality, error rate
Vendor Performance	Reliability, safety compliance, responsiveness

6. Working Conditions

- Office and field-based role with frequent site visits.
- Exposure to ports, terminals, heavy-lift operations, and industrial sites.
- Travel required depending on project locations.
- Requires strict adherence to safety protocols.

7. Reporting Structure

- Reports to: **Breakbulk Operations Manager / Project Cargo Manager**
- Works closely with:
 - Port and terminal operators
 - Vessel operators and stevedores
 - Crane and rigging teams
 - Trucking and heavy-haul carriers
 - Customs & compliance
 - Customer project teams

8. Role Impact

This role directly strengthens:

- Safe and compliant handling of breakbulk cargo
- Customer trust and project-delivery performance
- Operational efficiency and cost control
- Technical accuracy and risk mitigation
- Brand reputation in specialized logistics markets





7.15. Route Survey Specialist

(Heavy-Haul Surveys • OOG Transport • Road Feasibility • Technical Assessments • Industrial Projects)

1. Role Purpose

The Route Survey Specialist conducts detailed route assessments to determine the feasibility, safety, and compliance of transporting oversized, heavy-lift, and out-of-gauge cargo.

The role ensures that every planned movement is supported by accurate technical data, risk identification, and mitigation strategies — enabling safe, compliant, and efficient execution.

This position acts as the **technical scout and risk assessor** for project cargo and heavy-haul operations.

2. Key Responsibilities

A. Route Survey Planning & Execution

- Conduct detailed route surveys for:
 - Heavy-haul and multi-axle transports
 - OOG and oversized cargo
 - Breakbulk and industrial project movements
 - Factory relocations and EPC logistics
- Assess road geometry, gradients, turning radii, and infrastructure constraints.
- Identify potential hazards and propose alternative routing options.

B. Infrastructure & Clearance Assessment

- Inspect and document:
 - Bridge load capacities
 - Overhead clearances (power lines, signage, tunnels)
 - Road width, shoulders, and surface conditions
 - Roundabouts, intersections, and tight turns
 - Traffic restrictions and local regulations
- Evaluate structural integrity and load-bearing capabilities.

C. Technical Analysis & Reporting



- Prepare comprehensive route survey reports including:
 - Photographs and GPS coordinates
 - Clearance measurements
 - Risk assessments
 - Recommended mitigation measures
 - Escort and permit requirements
- Provide technical input for method statements and transport plans.

D. Coordination with Authorities & Stakeholders

- Liaise with:
 - Road authorities
 - Police and escort services
 - Utility companies (for line lifting or temporary removal)
 - Municipalities and local councils
 - Engineering and project cargo teams
- Secure approvals, permits, and special transport authorizations.

E. Equipment & Transport Feasibility

- Recommend appropriate equipment such as:
 - SPMTs and modular trailers
 - Low-loaders and multi-axle trailers
 - Cranes and rigging systems
 - Escort vehicles
- Validate feasibility based on axle loads, turning radius, and cargo dimensions.
- Support load-engineering teams with technical data.

F. On-Site Supervision & Execution Support

- Support heavy-haul operations during:
 - Convoy movements
 - Bridge crossings
 - Tight-turn maneuvers



- Obstacle clearance
- Provide real-time guidance to drivers, rigging teams, and escorts.
- Ensure execution follows approved route plans.

G. Compliance, Safety & Risk Management

- Ensure compliance with:
 - Local and international road regulations
 - Heavy-haul and OOG transport standards
 - Safety and environmental requirements
- Identify risks and propose mitigation strategies.
- Maintain audit-ready documentation.

H. Continuous Improvement

- Identify opportunities to improve:
 - Survey methodology
 - Routing efficiency
 - Safety practices
 - Documentation accuracy
 - Stakeholder coordination
- Support innovation in route-survey technology (drones, LiDAR, GIS tools).

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Civil Engineering, Transport Planning, or related field.
- Preferred certifications:
 - Heavy-haul or project cargo training (PCN, FIATA, or equivalent)
 - Rigging or lifting certification
 - HSE or risk-assessment training

Experience



- 3–7+ years in route surveying, heavy-haul transport, OOG cargo, or civil/road engineering.
- Experience with technical assessments and multimodal transport.
- Strong background in field operations and stakeholder coordination.

4. Skills & Competencies

Technical Skills

- Strong understanding of heavy-haul and OOG transport requirements.
- Knowledge of road engineering, load-bearing structures, and clearance analysis.
- Proficiency with GPS, GIS, mapping tools, and survey equipment.
- Ability to read engineering drawings and technical specifications.
- Familiarity with permitting processes and regulatory frameworks.

Soft Skills

- High attention to detail and safety awareness.
- Strong communication and coordination abilities.
- Analytical and problem-solving mindset.
- Ability to work independently in field environments.
- Customer-centric and solution-oriented approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Survey Accuracy	Measurement accuracy, error rate
Safety & Compliance	Incident rate, permit accuracy
Operational Efficiency	Survey turnaround time, route optimization
Customer Satisfaction	CSAT, escalation handling
Documentation Quality	Report completeness, method statement accuracy
Execution Support	Successful convoy movements, issue resolution

6. Working Conditions

- Field-intensive role with frequent travel.



- Exposure to roads, industrial sites, ports, and heavy-haul operations.
- Work may occur during nights or weekends depending on transport schedules.
- Requires strict adherence to safety protocols and PPE requirements.

7. Reporting Structure

- Reports to: **Heavy-Lift Operations Manager / Project Cargo Manager**
- Works closely with:
 - Heavy-haul carriers
 - Engineering teams
 - Port and terminal operators
 - Crane and rigging teams
 - Authorities and escort services
 - Customer project teams

8. Role Impact

This role directly strengthens:

- Safe and compliant execution of heavy-haul and OOG transports
- Technical accuracy and risk mitigation
- Operational efficiency and routing optimization
- Customer trust and project-delivery performance
- Brand reputation in specialized logistics markets



7.16. Engineering & Rigging Specialist

(Lifting Engineering • Rigging Design • Heavy-Lift Operations • Industrial Projects)

1. Role Purpose

The Engineering & Rigging Specialist designs, evaluates, and oversees safe lifting, rigging, and securing solutions for heavy-lift, oversized, and complex industrial cargo. The role ensures that all lifting and transport operations are technically sound, compliant with engineering standards, and executed safely across ports, terminals, factories, and project sites.

This position acts as the **technical authority** for rigging, lifting, and engineered transport solutions.

2. Key Responsibilities

A. Lifting & Rigging Engineering

- Design lifting plans for:
 - Heavy-lift cargo
 - OOG and breakbulk units
 - Industrial machinery and modules
 - Factory relocations and EPC components
- Calculate:
 - Center of gravity
 - Load distribution
 - Sling angles
 - Rigging forces
 - Crane capacities and configurations
- Prepare engineered lifting drawings and technical documentation.

B. Rigging Plan Development

- Develop detailed rigging plans including:
 - Slings arrangements
 - Shackles, spreader bars, lifting beams
 - Lashing and securing methods
 - Load-path analysis



- Ensure compliance with:
 - ASME, OSHA, LOLER, EN standards
 - Manufacturer recommendations
 - Site-specific safety requirements

C. Equipment Selection & Configuration

- Select appropriate lifting and rigging equipment such as:
 - Mobile cranes, crawler cranes, gantry systems
 - SPMTs and modular trailers
 - Spreader bars, lifting frames, shackles, slings
 - Lashing and securing materials
- Validate equipment capacity, reach, and stability.
- Coordinate with vendors for specialized lifting gear.

D. On-Site Supervision & Execution Support

- Supervise critical lifting and rigging operations on-site.
- Provide real-time guidance to crane operators, riggers, and supervisors.
- Ensure execution follows approved lifting plans and method statements.
- Troubleshoot technical issues during operations.

E. Safety, Compliance & Risk Management

- Conduct risk assessments for lifting and rigging activities.
- Ensure compliance with:
 - Local and international lifting regulations
 - HSE requirements
 - Company and customer safety standards
- Identify hazards and implement mitigation measures.
- Participate in incident investigations and root-cause analysis.

F. Documentation & Technical Reporting

- Prepare:
 - Method statements
 - Lifting plans



- Rigging calculations
 - Risk assessments
 - Post-operation reports
- Maintain audit-ready technical documentation.

G. Collaboration & Stakeholder Coordination

- Work closely with:
 - Project Cargo Managers
 - Heavy-Lift Transport Planners
 - Route Survey Specialists
 - Crane and rigging teams
 - Port and terminal operators
 - Engineering and HSE departments
- Support customer meetings, site visits, and technical reviews.

H. Continuous Improvement & Innovation

- Identify opportunities to improve:
 - Lifting efficiency
 - Rigging safety
 - Equipment utilization
 - Engineering accuracy
 - Documentation quality
- Support adoption of new technologies (3D lift planning, simulation tools).

3. Required Qualifications & Experience

Education

- Degree or diploma in Mechanical Engineering, Civil Engineering, Industrial Engineering, or related field.
- Preferred certifications:
 - Rigging engineering certification (NCCCO, LEEA, or equivalent)
 - Crane and lifting operations training
 - HSE or risk-assessment certification



- Project cargo or heavy-lift training (PCN, FIATA)

Experience

- 5–8+ years in lifting engineering, rigging design, heavy-lift operations, or industrial project logistics.
- Experience with cranes, rigging systems, and engineered lifts.
- Strong background in field operations and technical planning.

4. Skills & Competencies

Technical Skills

- Deep understanding of lifting engineering and rigging principles.
- Ability to perform load calculations, sling angle analysis, and stability assessments.
- Proficiency with CAD, 3D lift-planning software, and engineering tools.
- Knowledge of cranes, rigging gear, and heavy-haul equipment.
- Familiarity with international lifting standards and regulations.

Soft Skills

- Strong communication and coordination abilities.
- High attention to detail and safety awareness.
- Ability to work under pressure and tight deadlines.
- Analytical and problem-solving mindset.
- Professional, customer-centric approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Engineering Accuracy	Calculation accuracy, plan quality
Safety & Compliance	Incident rate, audit results
Operational Execution	Successful lifts, deviation rate
Efficiency	Equipment optimization, time savings
Customer Satisfaction	CSAT, escalation handling
Documentation Quality	Completeness, error rate

6. Working Conditions



- Office and field-based role with frequent site visits.
- Exposure to heavy-lift operations, ports, terminals, and industrial sites.
- Work may occur during nights or weekends depending on lift schedules.
- Requires strict adherence to safety protocols and PPE.

7. Reporting Structure

- Reports to: **Heavy-Lift Engineering Manager / Project Cargo Manager**
- Works closely with:
 - Crane and rigging teams
 - Heavy-haul carriers
 - Engineering & HSE departments
 - Port and terminal operators
 - Customer project teams

8. Role Impact

This role directly strengthens:

- Safe and compliant execution of heavy-lift operations
- Technical accuracy and risk mitigation
- Customer trust and project-delivery performance
- Operational efficiency and engineering excellence
- Brand reputation in specialized logistics markets



7.17. Project Logistics Engineer

(Engineering Integration • Heavy-Lift & OOG • EPC Logistics • Technical Planning • Industrial Projects)

1. Role Purpose

The Project Logistics Engineer provides technical expertise, engineering analysis, and execution planning for complex industrial logistics projects.

The role ensures that heavy-lift, OOG, breakbulk, and multimodal transport operations are engineered safely, efficiently, and in full compliance with project, regulatory, and HSE requirements.

This position acts as the **technical bridge** between engineering, logistics, operations, and project management.

2. Key Responsibilities

A. Engineering Support for Project Logistics

- Translate engineering specifications into practical logistics solutions.
- Review cargo drawings, lifting points, center-of-gravity data, and structural requirements.
- Validate feasibility of transport, lifting, and installation activities.
- Provide engineering input for logistics proposals and execution plans.

B. Technical Transport & Lifting Planning

- Develop engineered transport plans for:
 - Heavy-lift cargo
 - Out-of-gauge (OOG) units
 - Breakbulk and industrial components
 - Modular assemblies and prefabricated units
- Support lifting plan development with rigging and crane teams.
- Ensure all plans meet engineering, safety, and regulatory standards.

C. Route Engineering & Feasibility Studies

- Conduct or review route surveys and feasibility assessments.
- Analyze:
 - Road geometry and clearances
 - Bridge load capacities



- Turning radii and gradients
 - Infrastructure constraints
- Recommend mitigation measures and alternative routing options.

D. Equipment Selection & Load Engineering

- Determine appropriate equipment such as:
 - SPMTs and modular trailers
 - Low-loaders and multi-axle trailers
 - Cranes, gantries, and rigging systems
 - Lashing and securing materials
- Perform calculations for:
 - Axle loads
 - Load distribution
 - Sling angles
 - Stability and structural integrity

E. Documentation, Compliance & Method Statements

- Prepare and validate:
 - Method statements
 - Lifting and rigging plans
 - Transport engineering drawings
 - Risk assessments
 - Cargo securing plans
- Ensure compliance with:
 - Local and international transport regulations
 - Engineering and HSE standards
 - Port and terminal requirements

F. Execution Support & On-Site Engineering

- Provide technical support during:
 - Loading and unloading
 - Lifting and rigging operations



- Convoy movements
 - Port and terminal handling
- Troubleshoot engineering issues in real time.
- Ensure execution follows approved engineering plans.

G. Cross-Functional Collaboration

- Work closely with:
 - Project Cargo Managers
 - Engineering & Rigging Specialists
 - Heavy-Lift Planners
 - Route Survey Specialists
 - EPC contractors and site engineers
 - Port, terminal, and carrier partners
- Participate in project meetings, technical reviews, and site visits.

H. Costing & Technical Input for Proposals

- Support pricing and tender teams with:
 - Engineering calculations
 - Equipment specifications
 - Feasibility assessments
 - Technical risk evaluations
- Identify cost-saving opportunities through optimized engineering solutions.

I. Continuous Improvement & Innovation

- Improve:
 - Engineering accuracy
 - Safety practices
 - Equipment utilization
 - Documentation quality
 - Digital planning tools (CAD, 3D lift planning, simulation)
- Promote innovation in engineered logistics solutions.

3. Required Qualifications & Experience



Education

- Degree in Mechanical Engineering, Civil Engineering, Industrial Engineering, or related field.
- Preferred certifications:
 - Heavy-lift or project cargo training (PCN, FIATA)
 - Rigging or lifting certification (NCCCO, LEEA, etc.)
 - HSE or risk-assessment training
 - Project management (PMP/Prince2)

Experience

- 5–8+ years in engineering roles related to heavy-lift, OOG, breakbulk, or industrial logistics.
- Experience with multimodal transport and engineered lifting solutions.
- Strong background in technical planning and field operations.

4. Skills & Competencies

Technical Skills

- Strong understanding of heavy-lift and OOG engineering principles.
- Proficiency with CAD, 3D lift-planning tools, and engineering software.
- Ability to read and interpret engineering drawings and specifications.
- Knowledge of cranes, rigging, SPMTs, and modular trailers.
- Familiarity with international lifting and transport regulations.

Soft Skills

- Strong communication and cross-functional coordination.
- High attention to detail and safety awareness.
- Analytical and problem-solving mindset.
- Ability to work under pressure and tight deadlines.
- Customer-centric and solution-oriented approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Engineering Accuracy	Calculation accuracy, plan quality



KPI Category	Example Metrics
Safety & Compliance	Incident rate, audit results
Operational Execution	Successful lifts/transport, deviation rate
Efficiency	Equipment optimization, time savings
Customer Satisfaction	CSAT, escalation handling
Documentation Quality	Completeness, error rate

6. Working Conditions

- Office and field-based role with frequent site visits.
- Exposure to heavy-lift operations, ports, terminals, and industrial sites.
- Travel required depending on project locations.
- Requires strict adherence to safety protocols and PPE.

7. Reporting Structure

- Reports to: **Project Cargo Manager / Engineering Manager / Industrial Projects Director**
- Works closely with:
 - Rigging & lifting teams
 - Heavy-haul carriers
 - Engineering & HSE departments
 - Port and terminal operators
 - EPC contractors and customer project teams

8. Role Impact

This role directly strengthens:

- Safe and compliant execution of engineered logistics
- Technical accuracy and risk mitigation
- Customer trust and project-delivery performance
- Operational efficiency and engineering excellence
- Brand reputation in specialized logistics markets



7.18. Project Site Operations Manager

(Industrial Projects • Heavy-Lift & OOG • EPC Site Execution • Operational Leadership)

1. Role Purpose

The Project Site Operations Manager leads all on-site logistics, handling, lifting, and operational activities required for the safe and efficient execution of industrial and EPC projects.

The role ensures that cargo, equipment, and construction materials are received, stored, moved, lifted, and installed in accordance with engineering plans, safety standards, and project timelines.

This position acts as the **site-level operational leader**, coordinating teams, contractors, and stakeholders to deliver flawless execution.

2. Key Responsibilities

A. Site Operations Leadership

- Lead day-to-day operations at the project site, including:
 - Cargo receiving and inspection
 - Heavy-lift and rigging activities
 - OOG and breakbulk handling
 - Internal site transport and staging
 - Storage and laydown yard management
- Ensure all activities align with project schedules and engineering requirements.

B. Coordination of Heavy-Lift & Rigging Operations

- Oversee execution of:
 - Crane operations
 - Lifting and lowering activities
 - Rigging and securing
 - SPMT and modular trailer movements
- Ensure compliance with approved lifting plans and method statements.
- Supervise rigging teams and crane operators during critical lifts.

C. Site Logistics & Material Flow Management

- Manage inbound and outbound cargo flows.



- Coordinate with transport teams for:
 - Delivery sequencing
 - Escort and convoy arrivals
 - Port-to-site and site-to-site movements
- Optimize laydown areas, storage zones, and material staging.
- Prevent bottlenecks and ensure smooth material flow.

D. Contractor & Stakeholder Coordination

- Coordinate with:
 - EPC contractors
 - Heavy-haul carriers
 - Crane and rigging companies
 - Surveyors and inspectors
 - HSE teams
 - Customer project representatives
- Ensure all parties understand site requirements, safety rules, and execution plans.

E. Safety, Compliance & Risk Management

- Enforce strict adherence to:
 - HSE standards
 - Lifting and rigging regulations
 - Site access and permit-to-work systems
 - Environmental and quality requirements
- Conduct toolbox talks, safety briefings, and risk assessments.
- Identify hazards and implement mitigation measures.
- Lead incident response and support investigations.

F. Documentation & Reporting

- Maintain accurate records of:
 - Daily site operations
 - Lifting and rigging activities



- Cargo inspections and NCRs
 - Equipment usage and performance
 - Incident and near-miss reports
- Prepare daily, weekly, and milestone progress reports.

G. Resource & Equipment Management

- Ensure availability and readiness of:
 - Cranes and lifting equipment
 - Forklifts, reach stackers, and site vehicles
 - Rigging gear and lifting accessories
 - PPE and safety equipment
- Coordinate maintenance, inspections, and certifications.

H. Customer & Project Interface

- Act as the primary operational contact for customers on-site.
- Participate in site meetings, progress reviews, and technical discussions.
- Provide transparent updates on risks, delays, and mitigation actions.
- Manage escalations with professionalism and authority.

I. Continuous Improvement

- Identify opportunities to improve:
 - Site layout and material flow
 - Lifting and rigging efficiency
 - Safety practices
 - Contractor performance
 - Documentation accuracy
- Support Lean, Kaizen, or Six Sigma initiatives.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Engineering, Construction Management, or related field.
- Preferred certifications:



- Rigging or lifting certification (NCCCO, LEEA, etc.)
- HSE certification (NEBOSH, IOSH, or equivalent)
- Project cargo or heavy-lift training (PCN, FIATA)
- Project management training (PMP/Prince2)

Experience

- 7–10+ years in site operations, heavy-lift, EPC logistics, or industrial project execution.
- Proven experience managing complex site operations and contractor teams.
- Strong background in lifting, rigging, and OOG/breakbulk handling.

4. Skills & Competencies

Technical Skills

- Strong understanding of heavy-lift, rigging, and OOG handling.
- Knowledge of cranes, SPMTs, modular trailers, and site equipment.
- Ability to read engineering drawings and lifting plans.
- Familiarity with HSE regulations and site-safety systems.
- Proficiency with site-management tools and reporting systems.

Leadership & Soft Skills

- Strong communication and team-leadership abilities.
- High situational awareness and safety mindset.
- Ability to manage high-pressure, fast-moving site environments.
- Problem-solving and decision-making capability.
- Customer-centric and collaborative approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Operational Execution	On-time site activities, milestone adherence
Safety & Compliance	Incident rate, audit results, permit accuracy
Resource Efficiency	Equipment utilization, downtime reduction
Customer Satisfaction	CSAT, escalation handling



KPI Category	Example Metrics
Documentation Quality	Daily reports, NCR accuracy
Contractor Performance	Reliability, safety compliance, responsiveness

6. Working Conditions

- Site-based role with extensive field presence.
- Exposure to heavy-lift operations, construction zones, and industrial sites.
- Work may include nights, weekends, and extended hours.
- Requires strict adherence to PPE and safety protocols.

7. Reporting Structure

- Reports to: **Project Manager / Construction Manager / Industrial Projects Director**
- Leads:
 - Site logistics teams
 - Rigging and lifting crews
 - Equipment operators
 - Laydown yard teams
- Works closely with:
 - Engineering & HSE teams
 - Heavy-haul carriers
 - Crane and rigging contractors
 - EPC partners
 - Customer project teams

8. Role Impact

This role directly strengthens:

- Safe and efficient execution of project site operations
- Heavy-lift and OOG handling performance
- Customer trust and project-delivery success
- Operational readiness and risk mitigation
- Brand reputation in industrial and EPC logistics markets





7.19. Industrial Projects Director

(Executive Leadership • EPC Logistics • Heavy-Lift & OOG • Industrial Construction • Global Project Delivery)

1. Role Purpose

The Industrial Projects Director provides strategic leadership, technical oversight, and operational governance for large-scale industrial and EPC projects involving heavy-lift, OOG, breakbulk, and complex multimodal logistics.

The role ensures that projects are delivered safely, on time, within budget, and in full compliance with engineering, regulatory, and customer requirements.

This position acts as the **executive owner** of project performance, customer relationships, and cross-functional coordination across engineering, logistics, construction, and commercial teams.

2. Key Responsibilities

A. Strategic Leadership & Project Governance

- Lead the full lifecycle of industrial and EPC projects from planning to execution and close-out.
- Define project strategy, execution models, and governance frameworks.
- Ensure alignment with corporate objectives, customer expectations, and regulatory requirements.
- Oversee multiple large-scale projects across regions and industries.

B. Heavy-Lift, OOG & EPC Logistics Oversight

- Provide executive oversight for:
 - Heavy-lift operations
 - OOG and breakbulk transport
 - Multimodal logistics (road, sea, air, barge)
 - Site logistics and construction support
- Approve high-risk lifting, rigging, and transport engineering plans.
- Ensure technical accuracy and operational feasibility.

C. Customer & Stakeholder Leadership

- Act as the senior executive interface for key customers, EPC contractors, and project owners.
- Lead strategic reviews, steering committees, and performance meetings.



- Build long-term partnerships and drive customer satisfaction.
- Manage escalations with authority, clarity, and diplomacy.

D. Financial Management & Commercial Performance

- Own project P&L, budget planning, and financial forecasting.
- Approve commercial proposals, pricing strategies, and contract terms.
- Monitor financial performance and ensure profitability.
- Identify cost-optimization opportunities without compromising safety or quality.

E. Risk, Compliance & Safety Governance

- Oversee risk management frameworks for:
 - Heavy-lift and rigging operations
 - OOG and multimodal transport
 - Site logistics and construction activities
- Ensure compliance with:
 - Engineering standards
 - HSE regulations
 - Customs and trade-compliance rules
 - Local and international transport laws
- Lead incident response and executive-level investigations.

F. Cross-Functional Leadership

- Lead and align teams across:
 - Engineering & rigging
 - Heavy-lift planning
 - Route surveys
 - Project logistics
 - Site operations
 - HSE and quality
 - Commercial and finance
- Ensure seamless coordination across all project phases.

G. Talent Development & Organizational Capability



- Build and mentor high-performing project teams.
- Develop competency frameworks for project cargo, heavy-lift, and EPC logistics roles.
- Promote a culture of safety, accountability, and continuous improvement.
- Support succession planning and leadership development.

H. Innovation, Digitalization & Continuous Improvement

- Drive adoption of:
 - Digital project-management tools
 - 3D lift planning and simulation
 - Advanced route-survey technologies
 - Real-time visibility and control-tower systems
- Lead Lean, Kaizen, or Six Sigma initiatives.
- Promote innovation in engineered logistics and project execution.

3. Required Qualifications & Experience

Education

- Degree in Engineering, Logistics, Construction Management, or related field.
- Preferred certifications:
 - Project management (PMP/Prince2)
 - Heavy-lift or project cargo training (PCN, FIATA)
 - Rigging or lifting certification
 - HSE leadership certification (NEBOSH, IOSH)

Experience

- 12–15+ years in industrial projects, EPC logistics, heavy-lift, or OOG transport.
- Proven track record managing multi-million-dollar industrial or EPC projects.
- Strong background in engineering, logistics, and site operations.
- Executive-level experience in customer and stakeholder management.

4. Skills & Competencies

Technical Skills

- Deep understanding of heavy-lift, OOG, and multimodal logistics.



- Strong knowledge of cranes, SPMTs, modular trailers, and rigging systems.
- Ability to interpret engineering drawings and technical specifications.
- Familiarity with EPC project methodologies and construction workflows.
- Proficiency with project-management and engineering tools.

Leadership & Soft Skills

- Executive presence and strong communication skills.
- Strategic thinking and decision-making capability.
- High emotional intelligence and stakeholder-management ability.
- Crisis-leadership and risk-mitigation expertise.
- Ability to lead diverse, cross-functional teams.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Project Delivery	On-time completion, milestone adherence
Financial Performance	Profitability, budget variance
Safety & Compliance	Incident rate, audit results
Customer Satisfaction	CSAT, repeat business, escalation handling
Operational Excellence	Engineering accuracy, execution quality
Team Performance	Capability development, retention, productivity

6. Working Conditions

- Frequent travel to project sites, ports, terminals, and customer locations.
- Exposure to heavy-lift operations, construction zones, and industrial environments.
- Extended hours during critical project phases.
- Requires strict adherence to safety protocols and PPE.

7. Reporting Structure

- Reports to: **VP of Projects / COO / Managing Director**
- Leads:
 - Project Cargo Managers



- Project Logistics Engineers
- Heavy-Lift & Rigging Specialists
- Site Operations Managers
- Route Survey and Technical Planning teams
- Works closely with:
 - EPC contractors
 - Engineering & HSE departments
 - Finance & commercial teams
 - Carriers, ports, and terminal operators
 - Customer project leadership

8. Role Impact

This role directly strengthens:

- Safe and successful delivery of large-scale industrial projects
- Customer trust and long-term strategic partnerships
- Financial performance and organizational growth
- Technical excellence and operational resilience
- Brand reputation in global EPC and industrial logistics markets



Dangerous Goods (DG) & Hazardous Materials

7.20. Dangerous Goods (DG) & Hazardous Materials Specialist

(IATA • IMDG • ADR • Compliance • Safety • Multimodal Transport)

1. Role Purpose

The Dangerous Goods (DG) & Hazardous Materials Specialist ensures the safe, compliant, and efficient handling, documentation, packaging, and transport of dangerous goods across air (IATA), sea (IMDG), and road (ADR) modes.

The role acts as the **technical authority** for DG classification, regulatory compliance, incident prevention, and operational training.

This position protects people, assets, and the environment by ensuring full adherence to global DG regulations.

2. Key Responsibilities

A. DG Classification, Verification & Acceptance

- Review and verify DG classifications according to:
 - IATA DGR (air)
 - IMDG Code (sea)
 - ADR (road)
- Confirm UN numbers, packing groups, hazard classes, and special provisions.
- Validate packaging, marking, labeling, and documentation.
- Conduct DG acceptance checks for shipments across all modes.

B. Documentation & Regulatory Compliance

- Prepare and verify:
 - Shipper's Declaration for Dangerous Goods
 - Multimodal DG forms
 - Safety Data Sheets (SDS)
 - Transport emergency cards (TREMcards)
 - Segregation and stowage plans
- Ensure compliance with:
 - ICAO/IATA



- IMO/IMDG
 - ADR/RID
 - Local and international transport laws
- Maintain audit-ready DG records.

C. Packaging, Marking & Labeling Oversight

- Ensure correct use of:
 - UN-approved packaging
 - Hazard labels and handling marks
 - Overpack and limited-quantity markings
- Verify compliance with packaging instructions (PI) and special provisions.
- Support packaging selection for complex or mixed DG shipments.

D. Operational Coordination & Execution

- Coordinate DG movements with:
 - Airlines and ground handlers
 - Shipping lines and port terminals
 - Road carriers and DG-certified drivers
 - Warehouses and DG storage facilities
- Ensure safe loading, segregation, and stowage.
- Monitor DG shipments end-to-end and resolve operational issues.

E. Safety, Risk Management & Incident Response

- Conduct DG risk assessments and hazard analyses.
- Support emergency response in case of:
 - Leaks
 - Spills
 - Package damage
 - Regulatory violations
- Lead incident investigations and corrective-action plans.
- Ensure compliance with environmental and safety regulations.

F. Training & Competency Development



- Deliver DG training for:
 - Warehouse teams
 - Drivers
 - Customer service
 - Operations and planning teams
- Maintain training records and ensure staff certification validity.
- Support internal audits and regulatory inspections.

G. Continuous Improvement & Compliance Monitoring

- Identify gaps in DG processes and propose improvements.
- Monitor regulatory updates and implement changes.
- Support digitalization of DG workflows (e-DG forms, automated checks).
- Lead internal DG audits and compliance reviews.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Safety Management, Chemistry, or related field.
- Mandatory certifications (valid and current):
 - **IATA DGR** (Category 6 or equivalent)
 - **IMDG Code**
 - **ADR** (road transport)
- Additional certifications preferred:
 - HAZMAT / HAZWOPER
 - NEBOSH / IOSH
 - DGSA (Dangerous Goods Safety Advisor)

Experience

- 3–7+ years in DG handling, compliance, or multimodal transport.
- Experience with air, sea, and road DG operations.
- Strong background in safety, regulatory compliance, and operational execution.

4. Skills & Competencies

Technical Skills



- Deep knowledge of IATA, IMDG, and ADR regulations.
- Ability to classify DG using SDS and regulatory tables.
- Strong understanding of packaging, labeling, and segregation rules.
- Familiarity with multimodal transport and DG acceptance processes.
- Proficiency with DG documentation systems and compliance tools.

Soft Skills

- High attention to detail and safety awareness.
- Strong communication and training abilities.
- Analytical and problem-solving mindset.
- Ability to work under pressure and manage incidents.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	Zero DG violations, audit results
Safety	Incident rate, spill/leak prevention
Documentation Accuracy	Error rate, acceptance failures
Operational Performance	On-time DG processing, segregation accuracy
Training & Competency	Certification compliance, training completion
Customer Satisfaction	CSAT, escalation handling

6. Working Conditions

- Office, warehouse, and operational-area presence.
- Exposure to DG storage areas, terminals, and transport environments.
- Requires PPE and strict adherence to safety protocols.
- May involve shift work or on-call duties for DG emergencies.

7. Reporting Structure

- Reports to: **DG Compliance Manager / Safety & Quality Manager**
- Works closely with:
 - Airlines, shipping lines, and carriers



- Warehouses and DG storage teams
- HSE and quality departments
- Customer service and operations
- Regulatory authorities and auditors

8. Role Impact

This role directly strengthens:

- Safety and regulatory compliance across all transport modes
- Protection of people, assets, and the environment
- Operational reliability and risk mitigation
- Customer trust and service quality
- Brand reputation in high-compliance logistics markets



7.21. DG Compliance Officer

(Dangerous Goods Governance • IATA / IMDG / ADR • Safety & Regulatory Compliance • Multimodal Transport)

1. Role Purpose

The DG Compliance Officer ensures that all dangerous goods (DG) and hazardous materials handled, stored, or transported by the organization comply with international regulations, national laws, and internal safety standards.

The role provides oversight, auditing, training, and incident-prevention leadership across air, sea, and road operations.

This position acts as the **compliance guardian**, ensuring safe, legal, and efficient DG operations across the entire logistics chain.

2. Key Responsibilities

A. Regulatory Compliance & Governance

- Ensure full compliance with:
 - **IATA DGR** (air transport)
 - **IMDG Code** (sea transport)
 - **ADR** (road transport)
 - ICAO, IMO, UNECE, and national DG regulations
- Maintain up-to-date knowledge of regulatory changes and implement updates across the organization.
- Develop and maintain DG compliance policies, SOPs, and control frameworks.

B. DG Auditing & Quality Assurance

- Conduct internal DG audits across:
 - Warehouses
 - Transport operations
 - Packaging and labeling areas
 - Documentation and acceptance processes
- Identify non-conformities and lead corrective-action plans.
- Support external audits by authorities, carriers, and customers.

C. Documentation & Approval Oversight

- Review and approve:



- Shipper's Declarations
 - Multimodal DG forms
 - SDS-based classifications
 - Packaging and labeling compliance
- Ensure correct application of:
 - UN numbers
 - Hazard classes
 - Packing groups
 - Segregation and stowage rules
- Maintain audit-ready DG documentation archives.

D. Incident Prevention, Investigation & Reporting

- Lead DG incident investigations (spills, leaks, misdeclared cargo).
- Conduct root-cause analysis and implement preventive measures.
- Report DG incidents to authorities when required.
- Ensure emergency response procedures are in place and tested.

E. Training & Competency Management

- Deliver DG training for:
 - Warehouse staff
 - Drivers
 - Customer service
 - Operations and planning teams
- Maintain training records and ensure certification validity.
- Develop competency matrices for DG-related roles.

F. Operational Support & Advisory

- Provide expert guidance on:
 - DG acceptance
 - Packaging selection
 - Segregation and stowage
 - Multimodal routing



- Special provisions and exemptions
- Support complex DG shipments and customer escalations.

G. Risk Management & Continuous Improvement

- Conduct DG risk assessments and hazard analyses.
- Identify process gaps and implement improvements.
- Support digitalization of DG workflows (e-DG forms, automated checks).
- Promote a culture of safety, compliance, and operational discipline.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Safety Management, Chemistry, or related field.
- Mandatory certifications (valid and current):
 - **IATA DGR** (Category 6 or equivalent)
 - **IMDG Code**
 - **ADR**
- Preferred:
 - DGSA (Dangerous Goods Safety Advisor)
 - NEBOSH / IOSH
 - HAZMAT / HAZWOPER

Experience

- 5–10+ years in DG operations, compliance, or multimodal transport.
- Proven experience with audits, investigations, and regulatory oversight.
- Strong background in safety, quality, and DG governance.

4. Skills & Competencies

Technical Skills

- Deep knowledge of IATA, IMDG, ADR, and multimodal DG regulations.
- Strong understanding of DG classification, packaging, labeling, and documentation.
- Ability to conduct audits, investigations, and risk assessments.
- Familiarity with DG storage, handling, and emergency response.



- Proficiency with DG documentation systems and compliance tools.

Soft Skills

- High attention to detail and safety awareness.
- Strong communication and training abilities.
- Analytical and investigative mindset.
- Ability to influence stakeholders and enforce compliance.
- Calm, structured approach during incidents and audits.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	Zero DG violations, audit results
Safety	Incident rate, spill/leak prevention
Documentation Accuracy	Error rate, acceptance failures
Training & Competency	Certification compliance, training completion
Operational Support	Response time, escalation resolution
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office, warehouse, and operational-area presence.
- Exposure to DG storage areas, terminals, and transport environments.
- Requires PPE and strict adherence to safety protocols.
- May involve on-call duties for DG emergencies.

7. Reporting Structure

- Reports to: **Head of Safety & Compliance / DG Compliance Manager / Quality Director**
- Works closely with:
 - Warehouse & transport operations
 - HSE and quality teams
 - Carriers and ground handlers
 - Regulatory authorities



- Customer service and planning teams

8. Role Impact

This role directly strengthens:

- Regulatory compliance and operational safety
- Prevention of DG incidents and violations
- Customer trust and service reliability
- Organizational readiness for audits and inspections
- Brand reputation in high-compliance logistics markets



7.22. Dangerous Goods Safety Advisor (DGSA)

(ADR • IMDG • IATA • Regulatory Compliance • Safety Governance • Multimodal Transport)

1. Role Purpose

The Dangerous Goods Safety Advisor (DGSA) ensures that all activities involving the transport, handling, packaging, and storage of dangerous goods comply with ADR, IMDG, IATA, and national regulations.

The role provides **independent oversight**, **regulatory expertise**, and **formal reporting** to senior management and authorities, ensuring safe and compliant DG operations across all modes.

This position acts as the **legally appointed DG compliance authority** within the organization.

2. Key Responsibilities

A. Regulatory Compliance & Legal Oversight

- Ensure full compliance with:
 - **ADR** (road transport)
 - **IMDG Code** (sea transport)
 - **IATA DGR** (air transport)
 - National DG legislation and EU directives
- Advise management on legal obligations and regulatory changes.
- Maintain and update DG compliance policies, SOPs, and control frameworks.

B. DG Audits, Inspections & Monitoring

- Conduct internal audits of:
 - Warehouses and DG storage areas
 - Packaging, labeling, and marking processes
 - Documentation and acceptance procedures
 - Transport operations and vehicle compliance
- Identify non-conformities and lead corrective-action plans.
- Support external inspections by authorities and certification bodies.

C. Incident Investigation & Reporting

- Lead investigations into DG incidents, leaks, spills, or near misses.



- Conduct root-cause analysis and implement preventive measures.
- Prepare mandatory DGSA annual reports for senior management and authorities.
- Ensure emergency response procedures are in place and tested.

D. Documentation & Technical Advisory

- Review and approve:
 - DG classifications (UN numbers, hazard classes, packing groups)
 - Shipper's Declarations and multimodal DG forms
 - SDS-based assessments
 - Packaging and labeling compliance
- Advise on segregation, stowage, exemptions, and special provisions.

E. Training & Competency Development

- Develop and deliver DG training programs for:
 - Warehouse teams
 - Drivers and transport staff
 - Customer service and operations
 - Management and compliance teams
- Ensure training records and certifications meet regulatory requirements.

F. Operational Support & Risk Management

- Provide expert guidance for complex DG shipments.
- Conduct DG risk assessments and hazard analyses.
- Support route planning, packaging selection, and multimodal compliance.
- Promote a culture of safety, compliance, and operational discipline.

G. Continuous Improvement & Governance

- Identify gaps in DG processes and implement improvements.
- Monitor regulatory updates and ensure timely implementation.
- Support digitalization of DG workflows (e-DG forms, automated checks).
- Lead DG compliance committees and cross-functional reviews.

3. Required Qualifications & Experience

Education



- Degree or diploma in Logistics, Safety Management, Chemistry, or related field.
- **Mandatory:**
 - Valid **DGSA certification** (ADR) issued by a recognized authority.
- Preferred additional certifications:
 - IMDG Code
 - IATA DGR (Category 6 or equivalent)
 - NEBOSH / IOSH
 - HAZMAT / HAZWOPER

Experience

- 5–10+ years in DG compliance, DG operations, or multimodal transport.
- Proven experience with audits, investigations, and regulatory oversight.
- Strong background in safety, quality, and DG governance.

4. Skills & Competencies

Technical Skills

- Deep knowledge of ADR, IMDG, IATA, and multimodal DG regulations.
- Strong understanding of DG classification, packaging, labeling, and documentation.
- Ability to conduct audits, investigations, and risk assessments.
- Familiarity with DG storage, handling, and emergency response.
- Proficiency with DG documentation systems and compliance tools.

Soft Skills

- High attention to detail and safety awareness.
- Strong communication and training abilities.
- Analytical and investigative mindset.
- Ability to influence stakeholders and enforce compliance.
- Calm, structured approach during incidents and audits.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	Zero DG violations, audit results



KPI Category	Example Metrics
Safety	Incident rate, spill/leak prevention
Documentation Accuracy	Error rate, acceptance failures
Training & Competency	Certification compliance, training completion
Operational Support	Response time, escalation resolution
Governance	Annual DGSA report quality, corrective actions closed

6. Working Conditions

- Office, warehouse, and operational-area presence.
- Exposure to DG storage areas, terminals, and transport environments.
- Requires PPE and strict adherence to safety protocols.
- May involve on-call duties for DG emergencies.

7. Reporting Structure

- Reports to: **Head of Safety & Compliance / Quality Director / Managing Director**
- Works closely with:
 - DG Specialists and Compliance Officers
 - Warehouse & transport operations
 - HSE and quality teams
 - Carriers and ground handlers
 - Regulatory authorities

8. Role Impact

This role directly strengthens:

- Legal compliance and regulatory readiness
- Prevention of DG incidents and violations
- Safety of people, assets, and the environment
- Customer trust and operational reliability
- Organizational resilience and audit performance



7.23. Hazardous Materials Coordinator

(HazMat Handling • DG Operations • Safety & Compliance • Warehouse & Transport Coordination)

1. Role Purpose

The Hazardous Materials Coordinator manages the safe, compliant, and efficient handling, storage, documentation, and movement of hazardous materials across warehouse and transport operations.

The role ensures adherence to regulatory requirements (IATA, IMDG, ADR), internal safety standards, and customer specifications.

This position acts as the **operational backbone** of HazMat and DG compliance, bridging warehouse operations, transport teams, and safety departments.

2. Key Responsibilities

A. Hazardous Materials Handling & Operations

- Coordinate daily handling of hazardous materials in warehouses, terminals, and staging areas.
- Ensure correct segregation, storage, and environmental controls for all hazard classes.
- Oversee loading/unloading of HazMat cargo for air, sea, and road transport.
- Verify that handling teams follow approved SOPs and safety procedures.

B. Documentation & Regulatory Compliance

- Prepare and verify:
 - DG declarations (air/sea/road)
 - SDS-based classifications
 - Labels, marks, and placards
 - TREMCards and multimodal DG forms
- Ensure compliance with:
 - IATA DGR
 - IMDG Code
 - ADR regulations
 - National and local HazMat laws
- Maintain accurate, audit-ready documentation.



C. Warehouse Storage & Segregation Control

- Manage HazMat storage zones, temperature-controlled areas, and isolation bays.
- Ensure correct segregation based on hazard class, compatibility groups, and regulatory tables.
- Monitor inventory levels and ensure FIFO/FEFO compliance for chemicals.
- Conduct regular inspections of storage conditions and containment systems.

D. Safety, Risk Management & Emergency Preparedness

- Conduct hazard assessments and support risk-mitigation planning.
- Ensure spill kits, fire-suppression systems, and emergency equipment are available and functional.
- Support emergency response during:
 - Leaks
 - Spills
 - Package damage
 - Exposure incidents
- Participate in incident investigations and corrective-action planning.

E. Transport Coordination & Carrier Interface

- Coordinate HazMat shipments with:
 - Carriers (airlines, shipping lines, road transport)
 - Ground handlers
 - Freight forwarders
- Ensure correct placarding, segregation, and stowage during transport.
- Verify vehicle compliance (ADR equipment, driver certification, documentation).

F. Training & Operational Support

- Provide on-the-floor guidance to warehouse teams handling HazMat.
- Support DG training programs and maintain training records.
- Assist in onboarding new staff on HazMat procedures and safety rules.

G. Audits, Inspections & Continuous Improvement

- Support internal and external audits (regulators, customers, carriers).
- Identify process gaps and propose improvements.



- Monitor regulatory updates and support implementation of changes.
- Promote a culture of safety, compliance, and operational discipline.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Safety Management, Chemistry, or related field.
- Preferred certifications:
 - IATA DGR (Category 6 or equivalent)
 - IMDG Code
 - ADR awareness or driver training
 - HAZMAT / HAZWOPER
 - NEBOSH / IOSH

Experience

- 2–5+ years in hazardous materials handling, DG operations, or warehouse logistics.
- Experience with multimodal DG shipments and warehouse storage.
- Strong background in safety and operational compliance.

4. Skills & Competencies

Technical Skills

- Strong understanding of IATA, IMDG, ADR, and HazMat regulations.
- Knowledge of chemical properties, hazard classes, and SDS interpretation.
- Familiarity with warehouse operations, storage systems, and segregation rules.
- Ability to prepare and verify DG documentation.
- Proficiency with WMS/TMS and compliance tools.

Soft Skills

- High attention to detail and safety awareness.
- Strong communication and coordination abilities.
- Ability to work under pressure and manage time-critical tasks.
- Problem-solving and decision-making capability.
- Customer-centric and compliance-driven approach.



5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	Zero DG violations, audit results
Safety	Incident rate, spill/leak prevention
Operational Accuracy	Documentation accuracy, segregation compliance
Warehouse Performance	Storage accuracy, inventory integrity
Training & Competency	Certification compliance, training completion
Customer Satisfaction	CSAT, escalation handling

6. Working Conditions

- Warehouse and operational-area presence.
- Exposure to hazardous materials, DG storage zones, and transport environments.
- Requires PPE and strict adherence to safety protocols.
- May involve shift work or on-call duties for HazMat incidents.

7. Reporting Structure

- Reports to: **DG Compliance Officer / Warehouse Manager / Safety & Quality Manager**
- Works closely with:
 - DG Specialists and DGSAs
 - Warehouse & transport teams
 - HSE and quality departments
 - Carriers and ground handlers
 - Customer service and planning teams

8. Role Impact

This role directly strengthens:

- Safe and compliant handling of hazardous materials
- Prevention of DG incidents and regulatory violations
- Operational reliability and warehouse performance
- Customer trust and service quality



- Organizational readiness for audits and inspections

7.24. DG Warehouse Specialist

(Dangerous Goods Handling • IATA / IMDG / ADR • Warehouse Operations • Safety & Compliance)

1. Role Purpose

The DG Warehouse Specialist ensures the safe, compliant, and efficient handling, storage, packaging, labeling, and movement of dangerous goods (DG) within warehouse and terminal environments.

The role acts as the **DG technical expert on the warehouse floor**, ensuring that all DG activities meet IATA, IMDG, ADR, and national regulatory requirements.

This position protects people, assets, and the environment by enforcing DG standards at the operational level.

2. Key Responsibilities

A. DG Handling & Warehouse Operations

- Execute daily DG handling activities including:
 - Receiving, checking, and verifying DG cargo
 - Loading and unloading DG shipments
 - Segregation and safe storage of hazardous materials
 - Preparation of DG cargo for air, sea, and road transport
- Ensure correct use of PPE and adherence to safety procedures.

B. DG Documentation & Verification

- Verify:
 - Shipper's Declaration for Dangerous Goods
 - Multimodal DG forms
 - SDS-based classifications
 - Labels, marks, and placards
- Ensure documentation accuracy before acceptance or dispatch.
- Maintain DG records in line with regulatory and audit requirements.

C. Packaging, Marking & Labeling Compliance



- Inspect DG packaging for:
 - UN certification
 - Damage or non-conformities
 - Correct packing instructions (PI)
- Apply or verify correct hazard labels, handling marks, and placards.
- Support repacking or re-labeling when required.

D. Storage, Segregation & Inventory Control

- Manage DG storage zones, isolation bays, and temperature-controlled areas.
- Ensure segregation based on hazard class, compatibility groups, and regulatory tables.
- Conduct regular inspections of:
 - Containment systems
 - Ventilation
 - Spill-control equipment
- Maintain accurate DG inventory records.

E. Safety, Risk Management & Emergency Response

- Conduct hazard assessments during DG handling.
- Respond to DG incidents such as:
 - Leaks
 - Spills
 - Package damage
- Support emergency response teams and incident reporting.
- Ensure spill kits, extinguishers, and emergency equipment are available and functional.

F. Transport & Carrier Coordination

- Prepare DG cargo for:
 - Air transport (IATA)
 - Sea transport (IMDG)
 - Road transport (ADR)
- Verify vehicle compliance (placards, ADR equipment, driver certification).



- Coordinate with carriers, ground handlers, and freight forwarders.

G. Training, Audits & Continuous Improvement

- Support DG training for warehouse teams.
- Participate in internal and external audits.
- Identify operational gaps and propose improvements.
- Monitor regulatory updates and support implementation.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Safety Management, Chemistry, or related field.
- Preferred certifications:
 - IATA DGR (Category 6 or equivalent)
 - IMDG Code
 - ADR awareness or driver training
 - HAZMAT / HAZWOPER
 - NEBOSH / IOSH

Experience

- 2–5+ years in DG warehouse operations, hazardous materials handling, or multimodal DG logistics.
- Experience with DG acceptance, storage, and documentation.
- Strong background in safety and operational compliance.

4. Skills & Competencies

Technical Skills

- Strong understanding of IATA, IMDG, ADR, and DG regulations.
- Ability to classify DG using SDS and regulatory tables.
- Knowledge of DG packaging, labeling, and segregation rules.
- Familiarity with warehouse systems (WMS), DG tools, and scanning equipment.
- Understanding of chemical hazards and emergency response procedures.

Soft Skills

- High attention to detail and safety awareness.



- Strong communication and teamwork abilities.
- Ability to work under pressure and manage time-critical tasks.
- Problem-solving and decision-making capability.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	Zero DG violations, audit results
Safety	Incident rate, spill/leak prevention
Operational Accuracy	Documentation accuracy, segregation compliance
Warehouse Performance	Inventory accuracy, handling efficiency
Training & Competency	Certification compliance, training completion
Customer Satisfaction	CSAT, escalation handling

6. Working Conditions

- Warehouse and operational-area presence.
- Exposure to hazardous materials and DG storage zones.
- Requires PPE and strict adherence to safety protocols.
- May involve shift work, weekends, or on-call duties for DG incidents.

7. Reporting Structure

- Reports to: **DG Compliance Officer / Warehouse Manager / Safety & Quality Manager**
- Works closely with:
 - DG Specialists and DGSAs
 - Warehouse & transport teams
 - HSE and quality departments
 - Carriers and ground handlers
 - Customer service and planning teams

8. Role Impact

This role directly strengthens:



- Safe and compliant DG warehouse operations
- Prevention of incidents and regulatory violations
- Operational reliability and cargo integrity
- Customer trust and service quality
- Organizational readiness for audits and inspections

7.25. DG Transport Planner

(Dangerous Goods Planning • IATA / IMDG / ADR • Multimodal Transport • Safety & Compliance)

1. Role Purpose

The DG Transport Planner is responsible for planning, coordinating, and monitoring the safe and compliant movement of dangerous goods across multimodal transport networks.

The role ensures that every DG shipment meets regulatory requirements, operational constraints, customer expectations, and safety standards.

This position acts as the **central planning authority** for DG transport, bridging operations, carriers, warehouses, and compliance teams.

2. Key Responsibilities

A. DG Transport Planning & Scheduling

- Plan and schedule DG shipments across:
 - Air (IATA)
 - Sea (IMDG)
 - Road (ADR)
 - Rail (RID)
- Select optimal routes based on:
 - Regulatory restrictions
 - Carrier capabilities
 - Transit times
 - Cost and risk considerations
- Coordinate pickup, delivery, and transfer points for DG cargo.

B. Documentation & Regulatory Compliance



- Prepare and verify:
 - DG declarations (air/sea/road)
 - Multimodal DG forms
 - SDS-based classifications
 - Labels, marks, and placards
- Ensure compliance with:
 - IATA DGR
 - IMDG Code
 - ADR / RID
 - National and local DG laws
- Maintain audit-ready transport documentation.

C. Carrier & Partner Coordination

- Liaise with:
 - Airlines and ground handlers
 - Shipping lines and port terminals
 - Road carriers and ADR-certified drivers
 - Rail operators
- Confirm carrier acceptance of DG cargo and ensure correct stowage and segregation.
- Validate vehicle and equipment compliance (placards, ADR kits, certifications).

D. Risk Assessment & Safety Controls

- Conduct DG transport risk assessments.
- Identify hazards related to:
 - Routing
 - Weather
 - Infrastructure
 - Cargo compatibility
- Implement mitigation measures and escalate high-risk cases.
- Support emergency response planning for DG transport incidents.



E. Operational Monitoring & Issue Resolution

- Track DG shipments end-to-end.
- Monitor:
 - Transit milestones
 - Carrier performance
 - Temperature-controlled DG (if applicable)
- Resolve operational issues such as:
 - Delays
 - Documentation discrepancies
 - Carrier rejections
 - Route restrictions

F. Warehouse & DG Handling Coordination

- Coordinate with DG warehouse teams for:
 - Storage
 - Segregation
 - Packaging
 - Re-labeling
 - Acceptance checks
- Ensure smooth handover between warehouse and transport operations.

G. Customer Communication & Service

- Provide customers with:
 - Transport plans
 - Milestone updates
 - Risk alerts
 - Compliance guidance
- Manage DG-related escalations with professionalism and clarity.

H. Continuous Improvement & Compliance Support

- Identify opportunities to improve:
 - Routing efficiency



- Carrier selection
 - Documentation accuracy
 - Safety practices
- Support internal audits and regulatory inspections.
- Monitor regulatory updates and support implementation.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Safety Management, or related field.
- Preferred certifications:
 - IATA DGR (Category 6 or equivalent)
 - IMDG Code
 - ADR awareness or driver training
 - HAZMAT / HAZWOPER
 - NEBOSH / IOSH

Experience

- 3–7+ years in DG transport planning, hazardous materials logistics, or multimodal operations.
- Experience with DG documentation, routing, and carrier coordination.
- Strong background in safety and regulatory compliance.

4. Skills & Competencies

Technical Skills

- Strong understanding of IATA, IMDG, ADR, and multimodal DG regulations.
- Ability to classify DG using SDS and regulatory tables.
- Knowledge of DG packaging, labeling, segregation, and stowage rules.
- Familiarity with TMS, WMS, and DG compliance tools.
- Understanding of chemical hazards and emergency response procedures.

Soft Skills

- High attention to detail and safety awareness.
- Strong communication and coordination abilities.



- Analytical and problem-solving mindset.
- Ability to manage time-critical and high-risk shipments.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	Zero DG violations, audit results
Safety	Incident rate, spill/leak prevention
Planning Accuracy	Documentation accuracy, routing compliance
Operational Performance	On-time delivery, carrier acceptance rate
Customer Satisfaction	CSAT, escalation handling
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office and warehouse-adjacent environment.
- Regular interaction with DG storage areas and transport operations.
- Requires PPE and strict adherence to safety protocols.
- May involve on-call duties for DG transport emergencies.

7. Reporting Structure

- Reports to: **DG Compliance Officer / Transport Manager / Safety & Quality Manager**
- Works closely with:
 - DG Warehouse Specialists
 - Carriers and ground handlers
 - HSE and quality teams
 - Customer service and planning teams
 - Regulatory authorities (as needed)

8. Role Impact

This role directly strengthens:

- Safe and compliant DG transport operations



- Prevention of incidents and regulatory violations
- Operational reliability and customer trust
- Efficiency of multimodal DG routing
- Organizational readiness for audits and inspections



7.26. DG Training Instructor

(IATA • IMDG • ADR • DG Competency Development • Safety & Compliance Training)

1. Role Purpose

The DG Training Instructor delivers certified dangerous goods (DG) training across air, sea, and road transport environments.

The role ensures that employees handling, storing, documenting, or transporting DG are trained, competent, and compliant with international regulations and company standards.

This position acts as the **knowledge authority** for DG training, competency development, and regulatory education.

2. Key Responsibilities

A. DG Training Delivery

- Deliver DG training programs for:
 - IATA DGR (air transport)
 - IMDG Code (sea transport)
 - ADR (road transport)
 - RID (rail, where applicable)
- Train operational teams including:
 - Warehouse & DG handlers
 - Drivers and transport staff
 - Customer service & planners
 - Supervisors and managers
- Conduct refresher training and certification renewals.

B. Curriculum Development & Instructional Design

- Develop and update DG training materials including:
 - Presentations
 - Manuals
 - Case studies
 - Practical exercises
 - Assessments and exams



- Ensure training content aligns with:
 - Latest regulatory updates
 - Company SOPs
 - Industry best practices

C. Competency Assessment & Certification

- Conduct written and practical assessments.
- Evaluate trainee competency and issue certifications where authorized.
- Maintain training records in accordance with regulatory requirements.
- Identify skill gaps and recommend targeted training interventions.

D. Regulatory Compliance & Governance

- Ensure training programs comply with:
 - IATA DGR training requirements
 - IMDG Code training provisions
 - ADR Chapter 1.3 training requirements
 - National DG training laws
- Monitor regulatory updates and revise training content accordingly.
- Support audits by authorities, carriers, and customers.

E. Operational Support & Advisory

- Provide DG guidance to operational teams during:
 - Classification
 - Packaging
 - Labeling
 - Documentation
 - Segregation and stowage
- Support incident investigations and corrective-action planning.
- Advise management on DG competency requirements.

F. Safety, Risk Management & Culture Building

- Promote a strong DG safety culture across the organization.
- Conduct toolbox talks, safety briefings, and awareness sessions.



- Identify operational risks and recommend mitigation measures.
- Support emergency response training and drills.

G. Continuous Improvement

- Evaluate training effectiveness through:
 - Feedback
 - Assessments
 - Operational performance indicators
- Implement improvements to training delivery and content.
- Support digital learning initiatives (e-learning, micro-learning, blended training).

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Safety Management, Chemistry, or related field.
- Mandatory certifications (valid and current):
 - **IATA DGR Instructor** certification
 - **IMDG Code** training
 - **ADR** training (awareness or instructor level)
- Preferred:
 - DGSA (Dangerous Goods Safety Advisor)
 - NEBOSH / IOSH
 - HAZMAT / HAZWOPER
 - Instructional design or adult-learning certification

Experience

- 5–10+ years in DG operations, compliance, or multimodal DG logistics.
- Proven experience delivering DG training programs.
- Strong background in safety, regulatory compliance, and operational execution.

4. Skills & Competencies

Technical Skills

- Deep knowledge of IATA, IMDG, ADR, and multimodal DG regulations.



- Strong understanding of DG classification, packaging, labeling, and documentation.
- Ability to design and deliver training for diverse operational roles.
- Familiarity with DG storage, handling, and emergency response.
- Proficiency with training platforms, LMS systems, and digital tools.

Soft Skills

- Strong communication and presentation abilities.
- High attention to detail and safety awareness.
- Ability to simplify complex regulations for practical understanding.
- Engaging, confident, and learner-focused teaching style.
- Analytical and problem-solving mindset.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Training Quality	Trainee pass rate, feedback scores
Compliance	Zero DG training violations, audit results
Competency Development	Certification completion, skill-gap reduction
Operational Impact	Reduction in DG errors, incident prevention
Training Efficiency	On-time delivery, course completion rates
Continuous Improvement	Updated materials, new modules developed

6. Working Conditions

- Classroom, warehouse, and operational-area presence.
- Exposure to DG storage zones and transport environments.
- Requires PPE during practical training sessions.
- May involve travel to multiple sites or customer locations.

7. Reporting Structure

- Reports to: **DG Compliance Manager / Safety & Quality Manager / Training Manager**
- Works closely with:
 - DG Specialists and DGSAs



- Warehouse & transport teams
- HSE and quality departments
- Customer service and planning teams
- Regulatory authorities and auditors

8. Role Impact

This role directly strengthens:

- DG competency across the organization
- Safety culture and incident prevention
- Regulatory compliance and audit readiness
- Operational reliability and customer trust
- Organizational resilience in high-risk environments



7.27. DG Operations Manager

(Dangerous Goods Leadership • IATA / IMDG / ADR • Multimodal Operations • Safety & Compliance Management)

1. Role Purpose

The DG Operations Manager leads and oversees all operational activities involving the handling, storage, documentation, and transport of dangerous goods (DG) across multimodal logistics environments.

The role ensures full compliance with IATA, IMDG, ADR, and national regulations while driving operational excellence, safety, and customer satisfaction.

This position acts as the **operational authority** for DG processes, supervising teams, coordinating with carriers, and ensuring flawless DG execution.

2. Key Responsibilities

A. DG Operational Leadership

- Lead day-to-day DG operations across:
 - Warehouses
 - Transport hubs
 - Air, sea, and road networks
- Ensure safe and compliant handling, storage, and movement of DG cargo.
- Supervise DG Warehouse Specialists, HazMat Coordinators, and DG Planners.

B. Regulatory Compliance & Governance

- Ensure full compliance with:
 - IATA DGR
 - IMDG Code
 - ADR / RID
 - National DG regulations
- Implement and maintain DG SOPs, work instructions, and compliance frameworks.
- Conduct internal compliance checks and support external audits.

C. DG Documentation & Acceptance Oversight

- Oversee verification of:
 - Shipper's Declarations



- Multimodal DG forms
 - SDS-based classifications
 - Labels, marks, and placards
- Ensure documentation accuracy and regulatory alignment.
- Approve complex or high-risk DG shipments.

D. Warehouse & Storage Management

- Oversee DG storage zones, isolation bays, and temperature-controlled areas.
- Ensure correct segregation based on hazard class and compatibility groups.
- Monitor inventory integrity and storage conditions.
- Ensure containment systems, ventilation, and safety equipment are operational.

E. Transport & Carrier Coordination

- Oversee DG routing and scheduling across air, sea, and road.
- Ensure carrier acceptance, correct stowage, and segregation.
- Validate vehicle compliance (ADR kits, placards, driver certification).
- Resolve operational issues such as rejections, delays, or routing restrictions.

F. Safety, Risk Management & Incident Response

- Conduct DG risk assessments and hazard analyses.
- Lead emergency response during:
 - Spills
 - Leaks
 - Package damage
 - Exposure incidents
- Lead incident investigations and implement corrective actions.
- Ensure availability and readiness of emergency equipment.

G. Training & Competency Development

- Ensure all DG-related staff are trained and certified.
- Coordinate with DG Training Instructors for refresher and role-specific training.
- Maintain training records and competency matrices.
- Identify skill gaps and implement development plans.



H. Customer & Stakeholder Management

- Act as the senior operational contact for DG customers.
- Provide updates, risk alerts, and compliance guidance.
- Manage escalations with professionalism and authority.
- Participate in customer audits and technical reviews.

I. Continuous Improvement & Operational Excellence

- Identify opportunities to improve:
 - DG handling efficiency
 - Documentation accuracy
 - Warehouse layout and flow
 - Transport routing
 - Safety practices
- Support digitalization of DG workflows and automated compliance checks.
- Lead Lean, Kaizen, or Six Sigma initiatives.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Safety Management, Chemistry, or related field.
- Preferred certifications:
 - IATA DGR (Category 6 or Instructor level)
 - IMDG Code
 - ADR (awareness or driver training)
 - DGSA certification (highly advantageous)
 - NEBOSH / IOSH
 - HAZMAT / HAZWOPER

Experience

- 7–10+ years in DG operations, hazardous materials logistics, or multimodal DG compliance.
- Proven experience leading DG teams and managing high-risk operations.
- Strong background in safety, regulatory compliance, and operational execution.



4. Skills & Competencies

Technical Skills

- Deep knowledge of IATA, IMDG, ADR, and multimodal DG regulations.
- Strong understanding of DG classification, packaging, labeling, and documentation.
- Familiarity with DG storage, handling, and emergency response.
- Proficiency with WMS/TMS and DG compliance tools.
- Ability to interpret SDS, regulatory tables, and compatibility charts.

Leadership & Soft Skills

- Strong communication and team-leadership abilities.
- High attention to detail and safety awareness.
- Ability to manage high-pressure, time-critical operations.
- Analytical and problem-solving mindset.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	Zero DG violations, audit results
Safety	Incident rate, spill/leak prevention
Operational Performance	On-time DG processing, carrier acceptance rate
Documentation Accuracy	Error rate, acceptance failures
Training & Competency	Certification compliance, skill-gap reduction
Customer Satisfaction	CSAT, escalation handling
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office, warehouse, and operational-area presence.
- Exposure to DG storage zones and transport environments.
- Requires PPE and strict adherence to safety protocols.
- May involve shift work or on-call duties for DG emergencies.



7. Reporting Structure

- Reports to: **Head of DG Compliance / Safety & Quality Manager / Operations Director**
- Leads:
 - DG Warehouse Specialists
 - HazMat Coordinators
 - DG Transport Planners
 - DG Handlers and operational teams
- Works closely with:
 - DGSA (Dangerous Goods Safety Advisor)
 - HSE and quality departments
 - Carriers and ground handlers
 - Customer service and planning teams
 - Regulatory authorities

8. Role Impact

This role directly strengthens:

- Safe and compliant DG operations across all modes
- Prevention of incidents and regulatory violations
- Operational reliability and customer trust
- Organizational readiness for audits and inspections
- Safety culture and DG competency across the workforce



Temperature-Controlled & Pharma Logistics

7.28. Cold Chain Specialist

(Temperature-Controlled Logistics • Pharma & Biologics • GDP Compliance • End-to-End Cold Chain Management)

1. Role Purpose

The Cold Chain Specialist ensures the safe, compliant, and efficient handling, storage, and transport of temperature-sensitive products such as pharmaceuticals, biologics, vaccines, clinical trial materials, and high-value perishables.

The role safeguards product integrity by maintaining strict temperature control across the entire supply chain from pickup to final delivery.

This position acts as the **technical and operational authority** for cold chain processes, equipment, and regulatory compliance.

2. Key Responsibilities

A. Temperature-Controlled Operations Management

- Coordinate end-to-end cold chain movements across:
 - Air freight
 - Ocean reefer containers
 - Road refrigerated transport
 - Last-mile temperature-controlled delivery
- Ensure temperature integrity during:
 - Pickup
 - Handling
 - Storage
 - Transport
 - Delivery
- Monitor temperature-controlled shipments in real time.

B. Pharma & Biologics Compliance (GDP/GMP)

- Ensure compliance with:
 - Good Distribution Practice (GDP)
 - Good Manufacturing Practice (GMP)



- WHO, EMA, FDA, and national pharma regulations
- Maintain audit-ready documentation for all temperature-controlled activities.
- Support internal and external audits.

C. Temperature Monitoring & Data Integrity

- Manage temperature-monitoring devices such as:
 - Data loggers
 - Real-time sensors
 - RFID and IoT trackers
- Review temperature data for excursions, deviations, and alarms.
- Investigate temperature breaches and implement corrective actions.

D. Packaging & Equipment Management

- Select and validate appropriate packaging solutions:
 - Passive packaging (gel packs, PCM, insulated boxes)
 - Active containers (Envirotainer, CSafe, DoKaSch, va-Q-tec)
 - Reefer trucks and containers
- Ensure correct pre-conditioning, loading, and sealing procedures.
- Coordinate maintenance and calibration of cold chain equipment.

E. Warehouse & Storage Control

- Oversee temperature-controlled storage zones:
 - 2–8°C
 - 15–25°C
 - Frozen (-20°C)
 - Deep-frozen (-70°C)
 - Cryogenic (-150°C and below)
- Ensure correct segregation, monitoring, and alarm systems.
- Conduct regular inspections of cold rooms, freezers, and reefer docks.

F. Risk Management & Incident Response

- Conduct risk assessments for temperature-sensitive shipments.
- Identify vulnerabilities in the cold chain and propose mitigation measures.



- Lead investigations into:
 - Temperature excursions
 - Equipment failures
 - Packaging issues
- Support emergency response for cold chain disruptions.

G. Customer & Stakeholder Coordination

- Act as the primary point of contact for temperature-controlled shipments.
- Provide customers with:
 - Temperature reports
 - Excursion analyses
 - Compliance documentation
 - Shipment status updates
- Participate in customer audits and technical reviews.

H. Continuous Improvement & Innovation

- Identify opportunities to improve:
 - Temperature stability
 - Packaging efficiency
 - Monitoring accuracy
 - Handling processes
- Support digitalization of cold chain workflows (IoT, predictive analytics).
- Promote innovation in pharma logistics and temperature-controlled solutions.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Life Sciences, Pharmacy, Biotechnology, or related field.
- Preferred certifications:
 - GDP certification
 - GMP awareness
 - IATA CEIV Pharma



- PDA or WHO cold chain training
- HACCP (for food-grade cold chain)

Experience

- 3–7+ years in cold chain logistics, pharma distribution, or temperature-controlled operations.
- Experience with GDP-compliant processes and temperature-monitoring systems.
- Strong background in handling high-value or sensitive products.

4. Skills & Competencies

Technical Skills

- Strong understanding of temperature-controlled logistics and pharma regulations.
- Knowledge of active and passive packaging systems.
- Familiarity with data loggers, IoT sensors, and temperature-monitoring platforms.
- Ability to interpret temperature graphs, deviation reports, and stability data.
- Understanding of warehouse cold storage systems and reefer equipment.

Soft Skills

- High attention to detail and quality mindset.
- Strong communication and coordination abilities.
- Analytical and problem-solving capability.
- Ability to manage time-critical and high-risk shipments.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Temperature Integrity	Excursion rate, deviation resolution time
Compliance	GDP audit results, documentation accuracy
Operational Performance	On-time delivery, equipment readiness
Customer Satisfaction	CSAT, complaint rate, escalation handling
Data Quality	Logger accuracy, reporting completeness



KPI Category	Example Metrics
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Continuous Improvement	Process improvements implemented
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6. Working Conditions

- Office, warehouse, and cold-storage environments.
- Exposure to refrigerated and frozen areas.
- Requires PPE and adherence to safety protocols.
- May involve on-call duties for temperature-critical shipments.

7. Reporting Structure

- Reports to: **Cold Chain Manager / Pharma Logistics Manager / Quality Manager**
- Works closely with:
 - Warehouse & cold storage teams
 - Transport planners and carriers
 - Quality & compliance departments
 - Pharma customers and clinical trial teams
 - Packaging and equipment vendors

8. Role Impact

This role directly strengthens:

- Product integrity and patient safety
- Compliance with GDP, GMP, and pharma regulations
- Operational reliability in temperature-controlled logistics
- Customer trust and service excellence
- Innovation and continuous improvement in cold chain operations



7.29. Pharma Logistics Coordinator

(Pharmaceutical Supply Chain • GDP Compliance • Temperature-Controlled Logistics • Quality & Customer Coordination)

1. Role Purpose

The Pharma Logistics Coordinator manages the safe, compliant, and efficient movement of pharmaceutical and healthcare products across multimodal transport and storage environments.

The role ensures strict adherence to **GDP, GMP, quality**, and **temperature-control** requirements, safeguarding product integrity from pickup to final delivery.

This position acts as the **operational control point** for pharma shipments, coordinating with carriers, warehouses, quality teams, and customers.

2. Key Responsibilities

A. Pharma Shipment Coordination

- Plan, coordinate, and monitor shipments of:
 - Pharmaceuticals
 - Biologics
 - Vaccines
 - Clinical trial materials
 - Medical devices
 - High-value healthcare products
- Ensure correct handling, packaging, and temperature requirements are met.
- Manage end-to-end shipment milestones and proactively resolve delays.

B. Temperature-Controlled Logistics

- Coordinate cold chain movements across:
 - Air freight
 - Ocean reefer containers
 - Road refrigerated transport
 - Last-mile temperature-controlled delivery
- Monitor temperature-controlled shipments in real time.
- Review data logger reports and escalate temperature excursions.

C. GDP/GMP Compliance & Quality Assurance



- Ensure compliance with:
 - Good Distribution Practice (GDP)
 - Good Manufacturing Practice (GMP)
 - WHO, EMA, FDA, and national pharma regulations
- Maintain audit-ready documentation for all pharma shipments.
- Support internal and external audits.

D. Packaging & Equipment Coordination

- Select appropriate packaging solutions:
 - Passive packaging (PCM, gel packs, insulated boxes)
 - Active containers (Envirotainer, CSafe, DoKaSch, va-Q-tec)
- Ensure correct pre-conditioning, loading, and sealing procedures.
- Coordinate calibration and readiness of temperature-controlled equipment.

E. Warehouse & Storage Coordination

- Coordinate with warehouse teams for:
 - Temperature-controlled storage (2–8°C, 15–25°C, frozen, deep-frozen)
 - Segregation of pharma products
 - Controlled access and security
- Ensure correct handling during receiving, staging, and dispatch.

F. Documentation & Regulatory Compliance

- Prepare and verify:
 - Air waybills
 - Commercial invoices
 - Packing lists
 - Temperature-control instructions
 - Quality and compliance documentation
- Ensure documentation accuracy and regulatory alignment.

G. Customer & Stakeholder Communication

- Act as the primary operational contact for pharma customers.
- Provide:



- Shipment updates
 - Temperature reports
 - Excursion analyses
 - Compliance documentation
- Manage escalations with professionalism and clarity.

H. Risk Management & Incident Handling

- Identify risks related to:
 - Temperature stability
 - Packaging integrity
 - Routing constraints
 - Carrier performance
- Lead investigations into:
 - Temperature excursions
 - Packaging failures
 - Delays impacting product quality
- Implement corrective and preventive actions (CAPA).

I. Continuous Improvement

- Identify opportunities to improve:
 - Temperature-control processes
 - Packaging efficiency
 - Monitoring accuracy
 - Customer communication
- Support digitalization of pharma logistics workflows (IoT, real-time visibility).
- Promote innovation in healthcare supply chain solutions.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Life Sciences, Pharmacy, Biotechnology, or related field.
- Preferred certifications:



- GDP certification
- GMP awareness
- IATA CEIV Pharma
- WHO or PDA cold chain training
- HACCP (for food-grade cold chain environments)

Experience

- 2–5+ years in pharma logistics, cold chain operations, or healthcare supply chain.
- Experience with GDP-compliant processes and temperature-controlled shipments.
- Strong background in customer-facing operational roles.

4. Skills & Competencies

Technical Skills

- Strong understanding of pharma logistics and GDP/GMP requirements.
- Knowledge of temperature-controlled packaging and equipment.
- Familiarity with data loggers, IoT sensors, and temperature-monitoring platforms.
- Ability to interpret temperature graphs, deviation reports, and stability data.
- Understanding of warehouse cold storage systems and reefer equipment.

Soft Skills

- High attention to detail and quality mindset.
- Strong communication and coordination abilities.
- Analytical and problem-solving capability.
- Ability to manage time-critical and high-risk shipments.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Temperature Integrity	Excursion rate, deviation resolution time
Compliance	GDP audit results, documentation accuracy
Operational Performance	On-time delivery, equipment readiness



KPI Category	Example Metrics
Customer Satisfaction	CSAT, complaint rate, escalation handling
Data Quality	Logger accuracy, reporting completeness
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office and warehouse-adjacent environment.
- Regular interaction with cold storage areas and temperature-controlled equipment.
- Requires PPE and adherence to safety protocols.
- May involve on-call duties for temperature-critical shipments.

7. Reporting Structure

- Reports to: **Pharma Logistics Manager / Cold Chain Manager / Quality Manager**
- Works closely with:
 - Cold chain specialists
 - Warehouse & cold storage teams
 - Transport planners and carriers
 - Quality & compliance departments
 - Pharma customers and clinical trial teams
 - Packaging and equipment vendors

8. Role Impact

This role directly strengthens:

- Product integrity and patient safety
- Compliance with GDP, GMP, and pharma regulations
- Operational reliability in temperature-controlled logistics
- Customer trust and service excellence
- Innovation and continuous improvement in healthcare supply chains



7.30. GDP Compliance Specialist

(Good Distribution Practice • Pharma Logistics • Quality Assurance • Temperature-Controlled Supply Chain)

1. Role Purpose

The GDP Compliance Specialist ensures that all pharmaceutical logistics activities comply with **Good Distribution Practice (GDP)**, **GMP**, and applicable regulatory requirements.

The role safeguards product integrity, patient safety, and regulatory compliance across storage, handling, and transport of temperature-sensitive and high-value healthcare products.

This position acts as the **quality and compliance authority** within pharma logistics operations.

2. Key Responsibilities

A. GDP Compliance & Quality Governance

- Ensure full compliance with:
 - EU GDP Guidelines
 - WHO GDP
 - GMP principles
 - EMA, FDA, and national pharma regulations
- Maintain and update GDP policies, SOPs, and quality manuals.
- Support the Quality Manager in maintaining the Quality Management System (QMS).

B. Audits, Inspections & Quality Monitoring

- Conduct internal GDP audits across:
 - Warehouses
 - Cold chain operations
 - Transport activities
 - Documentation and record-keeping
- Prepare for and support external audits by:
 - Regulatory authorities
 - Pharma customers



- Certification bodies
- Track non-conformities and ensure timely CAPA implementation.

C. Temperature-Controlled Compliance

- Monitor temperature-controlled storage and transport activities.
- Review temperature logs, data logger reports, and real-time sensor data.
- Investigate temperature excursions and implement corrective actions.
- Validate cold chain processes and equipment.

D. Documentation & Record Control

- Ensure accuracy and completeness of:
 - Batch records
 - Temperature logs
 - Calibration certificates
 - Transport documentation
 - Deviation and CAPA reports
- Maintain audit-ready documentation in line with GDP requirements.

E. Risk Management & Deviation Handling

- Conduct GDP risk assessments for:
 - Storage
 - Packaging
 - Transport
 - Supplier operations
- Lead investigations into:
 - Temperature excursions
 - Packaging failures
 - Handling errors
- Implement corrective and preventive actions (CAPA).

F. Supplier & Carrier Qualification

- Support qualification and monitoring of:
 - Transport providers



- Cold chain equipment vendors
 - Warehousing partners
- Conduct supplier audits and performance reviews.
- Ensure third parties meet GDP and quality requirements.

G. Training & Competency Development

- Deliver GDP training for:
 - Warehouse teams
 - Transport staff
 - Customer service
 - Supervisors and managers
- Maintain training records and ensure competency compliance.
- Identify skill gaps and propose targeted training.

H. Operational Support & Continuous Improvement

- Provide quality guidance during:
 - Packaging selection
 - Temperature-controlled loading
 - Pharma product handling
- Support continuous improvement initiatives in cold chain and pharma logistics.
- Promote a culture of quality, compliance, and patient safety.

3. Required Qualifications & Experience

Education

- Degree or diploma in Life Sciences, Pharmacy, Biotechnology, Quality Management, or Logistics.
- Preferred certifications:
 - GDP certification
 - GMP awareness
 - IATA CEIV Pharma
 - WHO or PDA cold chain training
 - ISO 9001 or ISO 13485 training



Experience

- 3–7+ years in pharma logistics, quality assurance, or GDP-compliant operations.
- Experience with temperature-controlled supply chains and quality systems.
- Strong background in audits, documentation, and regulatory compliance.

4. Skills & Competencies

Technical Skills

- Deep understanding of GDP, GMP, and pharma regulatory frameworks.
- Knowledge of temperature-controlled logistics and cold chain systems.
- Ability to interpret temperature graphs, deviation reports, and stability data.
- Familiarity with QMS, CAPA, and audit processes.
- Understanding of pharma packaging, storage, and handling requirements.

Soft Skills

- High attention to detail and quality mindset.
- Strong communication and training abilities.
- Analytical and investigative mindset.
- Ability to manage time-critical and high-risk situations.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	GDP audit results, deviation rate
Temperature Integrity	Excursion rate, resolution time
Documentation Quality	Accuracy, completeness, audit readiness
Training & Competency	Certification compliance, skill-gap reduction
Supplier Performance	Qualification status, CAPA closure
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office and warehouse-adjacent environment.



- Regular interaction with cold storage areas and temperature-controlled equipment.
- Requires PPE and adherence to safety protocols.
- May involve travel for audits and supplier qualification.

7. Reporting Structure

- Reports to: **Quality Manager / GDP Compliance Manager / Pharma Logistics Manager**
- Works closely with:
 - Cold chain specialists
 - Warehouse & transport teams
 - Quality & regulatory departments
 - Pharma customers and clinical trial teams
 - Packaging and equipment vendors

8. Role Impact

This role directly strengthens:

- Product integrity and patient safety
- Compliance with GDP, GMP, and pharma regulations
- Operational reliability in temperature-controlled logistics
- Customer trust and audit performance
- Quality culture and continuous improvement



7.31. Temperature Monitoring Analyst

(Cold Chain Data Integrity • Pharma Logistics • GDP Compliance • Temperature Excursion Management)

1. Role Purpose

The Temperature Monitoring Analyst ensures the integrity of temperature-controlled shipments and storage environments by monitoring, analyzing, and validating temperature data across the cold chain.

The role safeguards product quality and regulatory compliance by identifying excursions, investigating root causes, and supporting corrective and preventive actions (CAPA).

This position acts as the **data-driven quality gatekeeper** for temperature-sensitive logistics.

2. Key Responsibilities

A. Real-Time Temperature Monitoring

- Monitor temperature-controlled shipments using:
 - Data loggers
 - Real-time IoT sensors
 - RFID and GPS-enabled devices
 - Reefer container telemetry
- Track temperature performance across:
 - Air freight
 - Ocean reefer containers
 - Road refrigerated transport
 - Cold storage facilities
- Identify deviations, alarms, and potential risks.

B. Temperature Data Analysis & Reporting

- Download, validate, and analyze temperature data from monitoring devices.
- Review temperature graphs, stability profiles, and logger reports.
- Prepare:
 - Excursion reports
 - Trend analyses



- KPI dashboards
 - Customer-ready temperature summaries
- Ensure data integrity and traceability.

C. Excursion Management & CAPA Support

- Investigate temperature excursions and determine root causes.
- Coordinate with:
 - Warehouse teams
 - Transport providers
 - Packaging vendors
 - Quality & compliance departments
- Support corrective and preventive actions (CAPA).
- Document all deviations in accordance with GDP/GMP requirements.

D. Cold Chain Equipment & Packaging Validation

- Verify correct use of:
 - Passive packaging (PCM, gel packs, insulated boxes)
 - Active containers (Envirotainer, CSafe, DoKaSch, va-Q-tec)
 - Reefer trucks and containers
- Validate pre-conditioning, loading, and sealing procedures.
- Ensure calibration and maintenance records are up to date.

E. Quality & GDP Compliance

- Ensure compliance with:
 - Good Distribution Practice (GDP)
 - Good Manufacturing Practice (GMP)
 - WHO, EMA, FDA, and national pharma regulations
- Maintain audit-ready temperature records.
- Support internal and external audits.

F. Operational Coordination

- Work closely with:
 - Pharma logistics coordinators



- Cold chain specialists
- Warehouse & transport teams
- Quality assurance
- Clinical trial logistics teams
- Provide real-time alerts and recommendations during critical shipments.

G. Continuous Improvement & Innovation

- Identify recurring temperature risks and propose process improvements.
- Support digitalization of temperature-monitoring workflows.
- Contribute to packaging optimization and route-risk assessments.
- Promote innovation in cold chain monitoring technologies.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Life Sciences, Pharmacy, Biotechnology, Data Analytics, or related field.
- Preferred certifications:
 - GDP certification
 - GMP awareness
 - IATA CEIV Pharma
 - WHO or PDA cold chain training
 - Training in data analytics or quality systems

Experience

- 2–5+ years in cold chain logistics, pharma logistics, or temperature-controlled operations.
- Experience with temperature-monitoring systems and data analysis.
- Strong background in quality, compliance, or operational support.

4. Skills & Competencies

Technical Skills

- Strong understanding of cold chain logistics and pharma regulations.
- Proficiency with temperature-monitoring platforms and IoT devices.
- Ability to interpret temperature graphs, deviation reports, and stability data.



- Familiarity with GDP/GMP, QMS, and CAPA processes.
- Data analysis skills (Excel, dashboards, analytics tools).

Soft Skills

- High attention to detail and quality mindset.
- Strong communication and coordination abilities.
- Analytical and investigative mindset.
- Ability to manage time-critical and high-risk shipments.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Temperature Integrity	Excursion rate, deviation resolution time
Data Quality	Accuracy, completeness, traceability
Compliance	GDP audit results, documentation accuracy
Operational Performance	Response time to alarms, monitoring coverage
Customer Satisfaction	Report quality, escalation handling
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office and warehouse-adjacent environment.
- Regular interaction with cold storage areas and temperature-controlled equipment.
- Requires PPE when entering cold rooms or reefer docks.
- May involve on-call duties for temperature-critical shipments.

7. Reporting Structure

- Reports to: **Cold Chain Manager / Quality Manager / Pharma Logistics Manager**
- Works closely with:
 - Pharma logistics coordinators
 - Cold chain specialists
 - Warehouse & transport teams



- Quality & regulatory departments
- Packaging and equipment vendors

8. Role Impact

This role directly strengthens:

- Product integrity and patient safety
- Compliance with GDP, GMP, and pharma regulations
- Operational reliability in temperature-controlled logistics
- Customer trust and audit readiness
- Data-driven decision-making and continuous improvement



7.32. Reefer Container Specialist

(Refrigerated Containers • Ocean Cold Chain • Temperature-Controlled Cargo • Technical & Operational Expertise)

1. Role Purpose

The Reefer Container Specialist manages the technical, operational, and compliance aspects of refrigerated (reefer) containers used for transporting temperature-sensitive cargo.

The role ensures that reefer units are correctly configured, monitored, maintained, and handled throughout the end-to-end ocean freight journey — safeguarding product integrity and regulatory compliance.

This position acts as the **technical authority** for reefer container operations across ports, depots, warehouses, and carrier networks.

2. Key Responsibilities

A. Reefer Container Configuration & Pre-Trip Inspection (PTI)

- Perform or verify pre-trip inspections (PTI) for reefer units.
- Ensure correct configuration of:
 - Set temperatures
 - Ventilation settings
 - Humidity control
 - CA/MA (Controlled Atmosphere / Modified Atmosphere) systems
 - Alarms and sensor calibration
- Validate container cleanliness, structural integrity, and equipment readiness.

B. Temperature-Controlled Cargo Handling

- Coordinate loading and unloading of reefer cargo including:
 - Pharmaceuticals
 - Biologics
 - Fresh produce
 - Frozen foods
 - Seafood
 - High-value perishables



- Ensure correct stuffing, airflow, and cargo placement to avoid temperature blockages.
- Verify packaging suitability for ocean cold chain conditions.

C. Monitoring & Remote Visibility

- Monitor reefer performance using:
 - Carrier remote monitoring platforms
 - IoT sensors
 - Data loggers
 - Telemetry systems
- Track:
 - Temperature
 - Humidity
 - Power status
 - Alarms and deviations
- Escalate anomalies and coordinate corrective actions.

D. Incident Management & Troubleshooting

- Respond to reefer alarms, power failures, or temperature deviations.
- Coordinate with:
 - Terminal reefer technicians
 - Carriers and vessel crews
 - Depot maintenance teams
- Support root-cause analysis for:
 - Temperature excursions
 - Equipment failures
 - Cargo damage claims

E. Carrier, Depot & Terminal Coordination

- Liaise with:
 - Ocean carriers
 - Reefer depots



- Port terminals
 - Trucking companies
- Ensure reefer units are plugged in, monitored, and handled correctly at all touchpoints.
- Confirm availability of reefer plugs, gensets, and power supply.

F. Documentation & Compliance

- Prepare and verify:
 - Temperature-control instructions
 - Reefer settings documentation
 - PTI reports
 - Data logger summaries
- Ensure compliance with:
 - GDP (for pharma)
 - HACCP (for food)
 - IMO/IMDG (if DG cargo)
 - Carrier and port regulations
- Maintain audit-ready records.

G. Quality Assurance & Risk Management

- Conduct risk assessments for reefer shipments.
- Identify vulnerabilities in:
 - Routing
 - Equipment availability
 - Terminal handling
 - Power supply
- Support CAPA (Corrective and Preventive Actions) for cold chain deviations.

H. Customer & Stakeholder Communication

- Act as the primary contact for reefer-related inquiries.
- Provide:
 - Temperature reports



- Excursion analyses
 - Equipment performance updates
 - Technical guidance
- Participate in customer audits and technical reviews.

I. Continuous Improvement & Innovation

- Identify opportunities to improve:
 - Reefer handling efficiency
 - Monitoring accuracy
 - Packaging compatibility
 - Equipment utilization
- Support digitalization of reefer workflows (IoT, predictive analytics).
- Promote innovation in ocean cold chain solutions.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Marine Engineering, Refrigeration Technology, Supply Chain, or related field.
- Preferred certifications:
 - GDP (for pharma)
 - HACCP (for food)
 - Carrier-specific reefer training (Maersk, MSC, CMA CGM, etc.)
 - Refrigeration or HVAC technical training

Experience

- 3–7+ years in reefer container operations, cold chain logistics, or ocean freight.
- Experience with reefer monitoring platforms and PTI processes.
- Strong background in temperature-controlled cargo handling.

4. Skills & Competencies

Technical Skills

- Strong understanding of reefer container systems and cold chain technology.
- Knowledge of temperature-controlled cargo requirements (pharma, food, perishables).



- Ability to interpret temperature graphs, alarm logs, and telemetry data.
- Familiarity with PTI procedures, gensets, and power-supply systems.
- Understanding of GDP, HACCP, and ocean freight regulations.

Soft Skills

- High attention to detail and technical accuracy.
- Strong communication and coordination abilities.
- Analytical and problem-solving mindset.
- Ability to manage time-critical and high-risk shipments.
- Customer-centric and quality-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Temperature Integrity	Excursion rate, deviation resolution time
Operational Performance	PTI accuracy, on-time reefer readiness
Equipment Reliability	Alarm frequency, downtime, repair turnaround
Compliance	GDP/HACCP audit results, documentation accuracy
Customer Satisfaction	CSAT, complaint rate, escalation handling
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office, port, depot, and warehouse environments.
- Frequent exposure to cold storage and reefer equipment.
- Requires PPE and adherence to safety protocols.
- May involve on-call duties for reefer emergencies.

7. Reporting Structure

- Reports to: **Cold Chain Manager / Ocean Freight Manager / Quality Manager**
- Works closely with:
 - Reefer technicians and depot teams
 - Ocean carriers and vessel crews
 - Warehouse & cold storage teams



- Pharma and perishables logistics teams
- Quality & compliance departments

8. Role Impact

This role directly strengthens:

- Temperature integrity and cargo quality
- Compliance with GDP, HACCP, and cold chain regulations
- Operational reliability in ocean cold chain logistics
- Customer trust and service excellence
- Innovation and continuous improvement in reefer operations



7.33. Perishable Cargo Specialist

(Fresh Produce • Flowers • Seafood • Meat & Dairy • Temperature-Controlled Handling • Quality & Compliance)

1. Role Purpose

The Perishable Cargo Specialist ensures the safe, compliant, and efficient handling, storage, and transport of perishable goods across multimodal logistics operations. The role safeguards product freshness, quality, and shelf life by maintaining strict temperature, humidity, and handling requirements from origin to final delivery.

This position acts as the **operational guardian** of perishable cargo integrity.

2. Key Responsibilities

A. Perishable Cargo Handling & Operations

- Coordinate end-to-end handling of:
 - Fresh fruits and vegetables
 - Flowers and plants
 - Seafood and meat
 - Dairy and chilled foods
 - Frozen perishables
 - High-value temperature-sensitive goods
- Ensure correct temperature, humidity, and airflow requirements are met.
- Oversee loading, unloading, and staging to prevent temperature shock.

B. Temperature-Controlled Logistics

- Manage cold chain movements across:
 - Air freight cool rooms
 - Ocean reefer containers
 - Road refrigerated vehicles
 - Cross-docking and transit hubs
- Monitor temperature throughout the journey using:
 - Data loggers
 - IoT sensors
 - Reefer telemetry



- Escalate deviations and coordinate corrective actions.

C. Quality Control & Freshness Assurance

- Inspect cargo for:
 - Freshness
 - Ripeness
 - Damage
 - Packaging integrity
 - Shelf-life indicators
- Identify early signs of spoilage or quality deterioration.
- Document quality issues and coordinate with suppliers and customers.

D. Packaging & Equipment Management

- Verify correct use of:
 - Insulated packaging
 - Gel packs and PCM
 - Ventilated cartons
 - Modified Atmosphere Packaging (MAP)
 - Reefer containers and gensets
- Ensure proper pre-cooling, palletization, and airflow patterns.

E. Warehouse & Cold Storage Coordination

- Manage perishable storage zones:
 - Chilled (0–4°C)
 - Controlled (5–12°C)
 - Ambient (15–25°C)
 - Frozen (-20°C)
- Ensure correct segregation and FIFO/FEFO rotation.
- Conduct regular inspections of cold rooms and reefer docks.

F. Documentation & Regulatory Compliance

- Prepare and verify:
 - Air waybills



- Phytosanitary certificates
 - Health certificates
 - Temperature-control instructions
 - Export/import compliance documents
- Ensure compliance with:
 - IATA Perishable Cargo Regulations (PCR)
 - HACCP and food safety standards
 - National agricultural and food-safety laws

G. Carrier, Terminal & Supplier Coordination

- Liaise with:
 - Airlines and ground handlers
 - Ocean carriers and reefer technicians
 - Road transport providers
 - Cold storage facilities
 - Growers, packers, and exporters
- Ensure seamless handover and minimal exposure to ambient conditions.

H. Customer Communication & Service

- Act as the primary operational contact for perishable customers.
- Provide:
 - Temperature reports
 - Quality updates
 - Delay notifications
 - Risk alerts
- Manage escalations with clarity and professionalism.

I. Risk Management & Incident Response

- Conduct risk assessments for perishable shipments.
- Investigate:
 - Temperature excursions
 - Quality deterioration



- Packaging failures
 - Delays impacting shelf life
- Implement corrective and preventive actions (CAPA).

J. Continuous Improvement & Innovation

- Identify opportunities to improve:
 - Temperature stability
 - Packaging efficiency
 - Handling processes
 - Transit time performance
- Support digitalization of perishable cargo workflows.
- Promote innovation in fresh-chain logistics.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Food Science, Agriculture, Supply Chain, or related field.
- Preferred certifications:
 - IATA Perishable Cargo Regulations (PCR)
 - HACCP / Food Safety
 - GDP (for pharma-grade perishables)
 - Cold chain or reefer training

Experience

- 2–5+ years in perishable cargo logistics, cold chain operations, or food supply chain.
- Experience with temperature-controlled handling and quality inspections.
- Strong background in customer-facing operational roles.

4. Skills & Competencies

Technical Skills

- Strong understanding of perishable cargo requirements and cold chain principles.
- Knowledge of reefer containers, cool rooms, and refrigerated transport.



- Ability to interpret temperature graphs, quality indicators, and shelf-life data.
- Familiarity with HACCP, food safety, and IATA PCR.
- Understanding packaging, airflow, and humidity control.

Soft Skills

- High attention to detail and quality mindset.
- Strong communication and coordination abilities.
- Ability to manage time-critical and high-risk shipments.
- Analytical and problem-solving capability.
- Customer-centric and service-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Temperature Integrity	Excursion rate, deviation resolution time
Quality Performance	Spoilage rate, damage rate, shelf-life compliance
Operational Performance	On-time delivery, handling accuracy
Compliance	HACCP/PCR audit results, documentation accuracy
Customer Satisfaction	CSAT, complaint rate, escalation handling
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office, warehouse, and cold-storage environments.
- Frequent exposure to chilled and frozen areas.
- Requires PPE and adherence to food-safety protocols.
- May involve early-morning or late-night operations due to perishability.

7. Reporting Structure

- Reports to: **Perishables Manager / Cold Chain Manager / Operations Manager**
- Works closely with:
 - Reefer specialists
 - Cold chain teams
 - Warehouse & transport teams



- Quality & food-safety departments
- Growers, exporters, and importers
- Airlines, carriers, and terminals

8. Role Impact

This role directly strengthens:

- Freshness, quality, and shelf life of perishable cargo
- Compliance with food-safety and cold chain regulations
- Operational reliability and customer trust
- Efficiency and resilience of the fresh-chain supply network
- Brand reputation in perishables and temperature-controlled logistics



7.34. Life Science Logistics Manager

(Pharma & Biologics • Clinical Trials • GDP/GMP • Cold Chain • Quality & Regulatory Compliance • Operational Leadership)

1. Role Purpose

The Life Science Logistics Manager leads and oversees all logistics activities related to pharmaceuticals, biologics, vaccines, medical devices, and clinical trial materials.

The role ensures **end-to-end product integrity**, **regulatory compliance**, and **operational excellence** across multimodal transport, warehousing, and temperature-controlled supply chains.

This position acts as the **strategic owner** of life-science logistics performance, customer satisfaction, and quality governance.

2. Key Responsibilities

A. Strategic Leadership & Operational Management

- Lead day-to-day operations for life-science logistics across:
 - Air, ocean, and road transport
 - Temperature-controlled warehousing
 - Clinical trial distribution
 - High-value and sensitive healthcare products
- Ensure flawless execution of time-critical and temperature-critical shipments.
- Manage a team of pharma logistics coordinators, cold chain specialists, and quality support staff.

B. GDP/GMP Compliance & Quality Governance

- Ensure full compliance with:
 - Good Distribution Practice (GDP)
 - Good Manufacturing Practice (GMP)
 - WHO, EMA, FDA, and national regulations
- Maintain and improve the Quality Management System (QMS).
- Lead internal audits and support external audits by customers and regulators.
- Oversee deviation management, CAPA, and change control processes.

C. Temperature-Controlled Supply Chain Management

- Oversee cold chain operations across:



- 2–8°C
 - 15–25°C
 - Frozen (-20°C)
 - Deep-frozen (-70°C)
 - Cryogenic (-150°C and below)
- Ensure correct use of:
 - Active containers (Envirotainer, CSafe, DoKaSch, va-Q-tec)
 - Passive packaging (PCM, gel packs, insulated boxes)
 - Reefer trucks and containers
- Monitor temperature-controlled shipments and manage excursions.

D. Clinical Trial & Specialty Logistics

- Oversee logistics for:
 - Investigational medicinal products (IMPs)
 - Biological samples
 - Cell & gene therapy materials
 - Controlled substances
- Ensure chain-of-custody, security, and regulatory compliance.
- Coordinate with CROs, clinical sites, and research partners.

E. Customer & Stakeholder Management

- Act as the senior operational contact for life-science customers.
- Lead business reviews, performance meetings, and quality discussions.
- Provide customers with:
 - Temperature reports
 - Excursion analyses
 - Quality documentation
 - Continuous improvement proposals
- Manage escalations with authority and clarity.

F. Supplier & Carrier Qualification

- Qualify and monitor:



- Transport providers
 - Cold chain equipment vendors
 - Warehousing partners
- Conduct supplier audits and performance evaluations.
- Ensure third parties meet GDP and quality requirements.

G. Risk Management & Incident Response

- Conduct risk assessments for:
 - Temperature-sensitive shipments
 - High-value cargo
 - Clinical trial materials
 - Route and carrier selection
- Lead investigations into:
 - Temperature excursions
 - Packaging failures
 - Quality deviations
- Implement corrective and preventive actions (CAPA).

H. Continuous Improvement & Innovation

- Identify opportunities to improve:
 - Temperature stability
 - Packaging efficiency
 - Monitoring accuracy
 - Operational workflows
- Support digitalization of life-science logistics (IoT, real-time visibility, predictive analytics).
- Promote innovation in pharma and clinical trial supply chains.

3. Required Qualifications & Experience

Education

- Degree in Logistics, Life Sciences, Pharmacy, Biotechnology, Quality Management, or related field.
- Preferred certifications:



- GDP certification
- GMP awareness
- IATA CEIV Pharma
- WHO or PDA cold chain training
- ISO 9001 or ISO 13485 training

Experience

- 5–10+ years in pharma logistics, cold chain operations, or life-science supply chain.
- Proven leadership experience in regulated logistics environments.
- Strong background in quality, compliance, and customer management.

4. Skills & Competencies

Technical Skills

- Deep understanding of GDP, GMP, and life-science regulatory frameworks.
- Strong knowledge of cold chain systems and temperature-controlled logistics.
- Ability to interpret temperature graphs, deviation reports, and stability data.
- Familiarity with QMS, CAPA, and audit processes.
- Understanding of clinical trial logistics and chain-of-custody requirements.

Leadership & Soft Skills

- Strong communication and stakeholder-management abilities.
- High attention to detail and quality mindset.
- Analytical and problem-solving capability.
- Ability to lead teams in high-risk, time-critical environments.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Temperature Integrity	Excursion rate, deviation resolution time
Compliance	GDP/GMP audit results, deviation rate
Operational Performance	On-time delivery, cold chain accuracy



KPI Category	Example Metrics
Customer Satisfaction	CSAT, complaint rate, escalation handling
Quality Performance	CAPA closure rate, documentation accuracy
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office, warehouse, and cold-storage environments.
- Regular interaction with temperature-controlled equipment and pharma cargo.
- Requires PPE and adherence to safety protocols.
- May involve travel for audits, customer visits, and supplier qualification.

7. Reporting Structure

- Reports to: **Head of Life Science Logistics / Quality Manager / Operations Director**
- Leads:
 - Pharma logistics coordinators
 - Cold chain specialists
 - Temperature monitoring analysts
 - Quality support staff
- Works closely with:
 - Warehouse & transport teams
 - Quality & regulatory departments
 - Clinical trial partners
 - Pharma customers
 - Packaging and equipment vendors

8. Role Impact

This role directly strengthens:

- Product integrity and patient safety
- Compliance with GDP, GMP, and life-science regulations
- Operational reliability in pharma and clinical trial logistics
- Customer trust and long-term partnerships



- Quality culture and continuous improvement across the organization



7.35. Cold Chain Quality Manager

(GDP/GMP • Temperature-Controlled Logistics • Pharma & Life Sciences • Quality Assurance • Compliance Leadership)

1. Role Purpose

The Cold Chain Quality Manager ensures that all temperature-controlled logistics activities comply with **GDP, GMP, food safety**, and applicable regulatory requirements. The role safeguards product integrity by overseeing quality systems, temperature-control processes, deviation management, and continuous improvement across warehousing, transport, and cold chain operations.

This position acts as the **quality and compliance leader** for the entire cold chain ecosystem.

2. Key Responsibilities

A. Quality Management & GDP/GMP Compliance

- Ensure full compliance with:
 - EU GDP Guidelines
 - WHO GDP
 - GMP principles
 - EMA, FDA, and national regulations
 - HACCP (for food cold chain)
- Maintain and improve the Quality Management System (QMS).
- Lead internal audits and support external audits by customers and regulators.
- Oversee deviation management, CAPA, and change control processes.

B. Temperature-Controlled Quality Oversight

- Oversee temperature-controlled operations across:
 - 2–8°C
 - 15–25°C
 - Frozen (-20°C)
 - Deep-frozen (-70°C)
 - Cryogenic (-150°C and below)
- Validate cold chain processes, equipment, and packaging solutions.
- Ensure correct use of active and passive temperature-control systems.



C. Temperature Monitoring & Excursion Management

- Oversee real-time monitoring of temperature-controlled shipments and storage.
- Review temperature data from:
 - Data loggers
 - IoT sensors
 - Reefer telemetry
 - Warehouse monitoring systems
- Lead investigations into temperature excursions and implement CAPA.
- Ensure data integrity, traceability, and audit readiness.

D. Supplier & Carrier Qualification

- Qualify and monitor:
 - Transport providers
 - Cold chain equipment vendors
 - Warehousing partners
- Conduct supplier audits and performance evaluations.
- Ensure third parties meet GDP, GMP, and quality requirements.

E. Packaging & Equipment Validation

- Validate:
 - Passive packaging (PCM, gel packs, insulated boxes)
 - Active containers (Envirotainer, CSafe, DoKaSch, va-Q-tec)
 - Reefer trucks and containers
- Oversee calibration, maintenance, and qualification of cold chain equipment.
- Approve packaging configurations for high-risk shipments.

F. Risk Management & Incident Response

- Conduct risk assessments for:
 - Temperature-sensitive shipments
 - High-value cargo
 - Clinical trial materials
 - Food perishables



- Lead investigations into:
 - Temperature excursions
 - Packaging failures
 - Quality deviations
- Implement corrective and preventive actions (CAPA).

G. Training & Competency Development

- Deliver or oversee training for:
 - GDP/GMP
 - Cold chain handling
 - Temperature monitoring
 - Deviation management
- Maintain training records and ensure competency compliance.
- Identify skill gaps and implement development plans.

H. Customer & Stakeholder Management

- Act as the senior quality contact for cold chain customers.
- Provide:
 - Temperature reports
 - Excursion analyses
 - Quality documentation
 - Continuous improvement proposals
- Participate in customer audits and technical reviews.

I. Continuous Improvement & Innovation

- Identify opportunities to improve:
 - Temperature stability
 - Packaging efficiency
 - Monitoring accuracy
 - Operational workflows
- Support digitalization of cold chain quality processes (IoT, predictive analytics).
- Promote innovation in cold chain and life-science logistics.



3. Required Qualifications & Experience

Education

- Degree in Life Sciences, Pharmacy, Biotechnology, Quality Management, or Logistics.
- Preferred certifications:
 - GDP certification
 - GMP training
 - IATA CEIV Pharma
 - WHO or PDA cold chain training
 - ISO 9001 or ISO 13485 training

Experience

- 5–10+ years in cold chain logistics, pharma logistics, or quality assurance.
- Proven experience managing quality systems in regulated environments.
- Strong background in temperature-controlled operations and compliance.

4. Skills & Competencies

Technical Skills

- Deep understanding of GDP, GMP, and cold chain regulatory frameworks.
- Strong knowledge of temperature-controlled logistics and monitoring systems.
- Ability to interpret temperature graphs, deviation reports, and stability data.
- Familiarity with QMS, CAPA, and audit processes.
- Understanding of packaging validation and equipment qualification.

Leadership & Soft Skills

- Strong communication and stakeholder-management abilities.
- High attention to detail and quality mindset.
- Analytical and problem-solving capability.
- Ability to lead teams in high-risk, time-critical environments.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)



KPI Category	Example Metrics
Temperature Integrity	Excursion rate, deviation resolution time
Compliance	GDP/GMP audit results, deviation rate
Quality Performance	CAPA closure rate, documentation accuracy
Operational Performance	Cold chain accuracy, equipment readiness
Customer Satisfaction	CSAT, complaint rate, escalation handling
Continuous Improvement	Process improvements implemented

6. Working Conditions

- Office, warehouse, and cold-storage environments.
- Regular interaction with temperature-controlled equipment and pharma cargo.
- Requires PPE and adherence to safety protocols.
- May involve travel for audits, customer visits, and supplier qualification.

7. Reporting Structure

- Reports to: **Head of Quality / Cold Chain Director / Life Science Logistics Manager**
- Leads or supports:
 - Temperature monitoring analysts
 - Cold chain specialists
 - Quality technicians
- Works closely with:
 - Warehouse & transport teams
 - Pharma logistics coordinators
 - Regulatory & quality departments
 - Clinical trial partners
 - Packaging and equipment vendors

8. Role Impact

This role directly strengthens:

- Product integrity and patient safety



- Compliance with GDP, GMP, and cold chain regulations
- Operational reliability in temperature-controlled logistics
- Customer trust and long-term partnerships
- Quality culture and continuous improvement across the organization



High-Value & Secure Cargo

7.36. Secure Cargo Specialist

(High-Value Cargo • Security Screening • Chain-of-Custody • Risk Mitigation • Compliance & Protection)

1. Role Purpose

The Secure Cargo Specialist ensures the safe, compliant, and secure handling, storage, and transport of **high-value, theft-sensitive, restricted, and security-regulated cargo**. The role protects cargo integrity through strict chain-of-custody controls, security screening, risk mitigation, and compliance with aviation, customs, and security regulations.

This position acts as the **operational security authority** for high-value and secure cargo movements.

2. Key Responsibilities

A. High-Value & Secure Cargo Handling

- Coordinate the handling of:
 - High-value electronics
 - Luxury goods
 - Precious metals and stones
 - High-risk pharmaceuticals
 - Restricted or sensitive materials
 - Confidential shipments
- Ensure secure loading, unloading, and staging with minimal exposure.
- Maintain strict access control to secure cargo zones.

B. Chain-of-Custody Management

- Maintain end-to-end chain-of-custody documentation.
- Ensure secure sealing, tamper-evident packaging, and lock-control procedures.
- Verify identity, authorization, and credentials of all personnel handling secure cargo.
- Oversee handovers between warehouse, transport, and carrier teams.

C. Security Screening & Compliance

- Conduct or supervise:



- X-ray screening
 - ETD (Explosive Trace Detection)
 - Physical inspections
 - Documentation checks
- Ensure compliance with:
 - Aviation security regulations
 - Customs and border-control requirements
 - C-TPAT, TAPA, AEO, and other security standards
- Maintain audit-ready security records.

D. Secure Storage & Facility Control

- Manage secure storage areas including:
 - High-value cages
 - Bonded zones
 - Restricted-access vaults
 - CCTV-monitored areas
- Ensure environmental controls for sensitive cargo (temperature, humidity).
- Conduct regular inspections of locks, seals, alarms, and surveillance systems.

E. Transport Security & Escort Coordination

- Coordinate secure transport for high-value cargo:
 - Armored vehicles
 - Escort services
 - GPS-tracked trucks
 - Secure last-mile delivery
- Monitor transport routes and respond to security alerts.
- Validate vehicle readiness and driver credentials.

F. Risk Assessment & Incident Response

- Conduct security risk assessments for:
 - High-value shipments
 - Sensitive routes



- High-risk customers or commodities
- Respond to:
 - Theft attempts
 - Tampering
 - Seal breaches
 - Suspicious activity
- Support investigations and implement corrective actions.

G. Customer & Stakeholder Communication

- Act as the primary operational contact for secure-cargo customers.
- Provide:
 - Security updates
 - Chain-of-custody reports
 - Incident summaries
 - Compliance documentation
- Manage escalations with professionalism and discretion.

H. Training & Awareness

- Train warehouse and transport teams on:
 - Secure cargo handling
 - Chain-of-custody procedures
 - Security awareness
 - Emergency response
- Promote a culture of vigilance and compliance.

I. Continuous Improvement

- Identify vulnerabilities in secure-cargo workflows.
- Recommend improvements to:
 - Facility security
 - Transport routing
 - Screening processes
 - Documentation accuracy



- Support digitalization of secure-cargo monitoring (IoT, real-time tracking).

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Security Management, Criminal Justice, or related field.
- Preferred certifications:
 - TAPA FSR/TSR
 - Aviation security certification
 - AEO/C-TPAT training
 - Security screening certification (X-ray/ETD)

Experience

- 3–7+ years in secure cargo, aviation security, high-value logistics, or risk-sensitive operations.
- Experience with chain-of-custody, screening, and secure transport.
- Strong background in compliance and operational security.

4. Skills & Competencies

Technical Skills

- Strong understanding of high-value cargo requirements and security regulations.
- Knowledge of screening technologies (X-ray, ETD, CCTV).
- Familiarity with TAPA, C-TPAT, AEO, and aviation security standards.
- Ability to manage chain-of-custody and secure documentation.
- Understanding of secure transport and escort protocols.

Soft Skills

- High attention to detail and situational awareness.
- Strong communication and coordination abilities.
- Ability to remain calm under pressure.
- Analytical and problem-solving mindset.
- Discretion, integrity, and trustworthiness.

5. Key Performance Indicators (KPIs)



KPI Category	Example Metrics
Security Performance	Zero thefts, tampering incidents, or breaches
Compliance	Audit results, documentation accuracy
Operational Accuracy	Chain-of-custody completeness, screening accuracy
Customer Satisfaction	CSAT, escalation handling
Incident Response	Response time, CAPA closure
Continuous Improvement	Security enhancements implemented

6. Working Conditions

- Office, warehouse, and secure-facility environments.
- Frequent exposure to restricted-access zones and screening equipment.
- Requires PPE and adherence to security protocols.
- May involve shift work, nights, or on-call duties for high-value shipments.

7. Reporting Structure

- Reports to: **Secure Cargo Manager / Security Manager / Operations Manager**
- Works closely with:
 - Warehouse & transport teams
 - Security officers and screening staff
 - Carriers and ground handlers
 - Customs and regulatory authorities
 - High-value cargo customers

8. Role Impact

This role directly strengthens:

- Cargo security and theft prevention
- Compliance with aviation and supply-chain security regulations
- Customer trust and brand reputation
- Operational reliability for high-value shipments
- Risk mitigation and incident prevention



7.37. High Value Shipment Coordinator

(High-Value Cargo • Secure Logistics • Chain-of-Custody • Risk Management • Customer Coordination)

1. Role Purpose

The High Value Shipment Coordinator manages the secure, compliant, and efficient movement of high-value and theft-sensitive cargo across multimodal logistics operations.

The role ensures strict chain-of-custody, risk mitigation, and real-time monitoring to protect cargo integrity and customer trust.

This position acts as the **operational nerve center** for high-value shipments.

2. Key Responsibilities

A. High-Value Shipment Planning & Coordination

- Plan and coordinate end-to-end movements of:
 - Luxury goods
 - High-value electronics
 - Precious metals and stones
 - High-risk pharmaceuticals
 - Confidential or restricted cargo
- Ensure secure routing, minimal exposure, and controlled handovers.
- Coordinate with carriers, warehouses, and security transport providers.

B. Chain-of-Custody Control

- Maintain complete chain-of-custody documentation.
- Ensure tamper-evident seals, lock controls, and secure packaging.
- Verify identity and authorization of all personnel handling the cargo.
- Oversee secure handovers between operational teams.

C. Security Screening & Compliance

- Ensure shipments comply with:
 - Aviation security regulations
 - Customs and border-control requirements
 - TAPA, C-TPAT, AEO, and other security standards



- Coordinate X-ray, ETD, and physical inspections as required.
- Maintain audit-ready security documentation.

D. Secure Storage & Facility Coordination

- Coordinate storage in:
 - High-value cages
 - Bonded areas
 - Restricted-access vaults
 - CCTV-monitored zones
- Ensure environmental controls for sensitive cargo (temperature, humidity).
- Conduct regular inspections of secure areas.

E. Transport Security & Monitoring

- Arrange secure transport using:
 - GPS-tracked vehicles
 - Escort services
 - Armored transport (where required)
- Monitor shipments in real time and respond to alerts.
- Validate vehicle readiness, driver credentials, and security protocols.

F. Risk Assessment & Incident Management

- Conduct risk assessments for:
 - High-value commodities
 - Sensitive routes
 - High-risk customers or regions
- Respond to:
 - Tampering
 - Seal breaches
 - Theft attempts
 - Suspicious activity
- Support investigations and implement corrective actions.

G. Customer & Stakeholder Communication



- Act as the primary operational contact for high-value customers.
- Provide:
 - Shipment updates
 - Chain-of-custody reports
 - Security alerts
 - Incident summaries
- Manage escalations with discretion and professionalism.

H. Documentation & Regulatory Compliance

- Prepare and verify:
 - Air waybills
 - Export/import documents
 - Security declarations
 - High-value cargo manifests
- Ensure accuracy and compliance with all regulatory requirements.

I. Continuous Improvement & Security Enhancement

- Identify vulnerabilities in secure-cargo workflows.
- Recommend improvements to:
 - Routing
 - Screening
 - Storage
 - Monitoring
- Support digitalization of secure-cargo processes (IoT, real-time tracking).

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Security Management, Supply Chain, or related field.
- Preferred certifications:
 - TAPA FSR/TSR
 - Aviation security certification



- AEO/C-TPAT training
- Security screening certification (X-ray/ETD)

Experience

- 2–5+ years in high-value cargo, secure logistics, aviation security, or risk-sensitive operations.
- Experience with chain-of-custody, secure transport, and screening processes.
- Strong background in customer-facing operational roles.

4. Skills & Competencies

Technical Skills

- Strong understanding of high-value cargo requirements and security regulations.
- Knowledge of screening technologies (X-ray, ETD, CCTV).
- Familiarity with TAPA, C-TPAT, AEO, and aviation security standards.
- Ability to manage chain-of-custody and secure documentation.
- Understanding of secure transport and escort protocols.

Soft Skills

- High attention to detail and situational awareness.
- Strong communication and coordination abilities.
- Ability to remain calm under pressure.
- Analytical and problem-solving mindset.
- Discretion, integrity, and trustworthiness.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Security Performance	Zero thefts, tampering incidents, or breaches
Compliance	Audit results, documentation accuracy
Operational Accuracy	Chain-of-custody completeness, screening accuracy
Customer Satisfaction	CSAT, escalation handling
Incident Response	Response time, CAPA closure
Continuous Improvement	Security enhancements implemented



6. Working Conditions

- Office, warehouse, and secure-facility environments.
- Frequent exposure to restricted-access zones and screening equipment.
- Requires PPE and adherence to security protocols.
- May involve shift work or on-call duties for high-value shipments.

7. Reporting Structure

- Reports to: **Secure Cargo Manager / Security Manager / Operations Manager**
- Works closely with:
 - Secure Cargo Specialists
 - Warehouse & transport teams
 - Security officers and screening staff
 - Carriers and ground handlers
 - Customs and regulatory authorities
 - High-value cargo customers

8. Role Impact

This role directly strengthens:

- Security and integrity of high-value shipments
- Compliance with aviation and supply-chain security regulations
- Customer trust and brand reputation
- Operational reliability for sensitive cargo
- Risk mitigation and incident prevention



7.38. Security Escort Planner

(High-Value Cargo • Secure Transport • Escort Coordination • Risk Assessment • Route Security)

1. Role Purpose

The Security Escort Planner is responsible for planning, coordinating, and monitoring secure escort operations for high-value, sensitive, or high-risk cargo movements. The role ensures that escort teams, vehicles, and security protocols are deployed effectively to mitigate theft, tampering, and route-based risks.

This position acts as the **central planning authority** for all escorted transport operations.

2. Key Responsibilities

A. Escort Planning & Scheduling

- Plan and schedule escort operations for:
 - High-value cargo
 - Restricted or sensitive shipments
 - High-risk pharmaceuticals
 - Confidential or regulated materials
- Determine escort type:
 - Armed or unarmed escort
 - Single or multiple escort vehicles
 - GPS-tracked convoys
 - Police or government-approved escorts (where required)
- Ensure escort availability, readiness, and compliance.

B. Route Risk Assessment & Mitigation

- Conduct detailed route risk assessments considering:
 - Crime hotspots
 - Road conditions
 - Border crossings
 - Weather and environmental risks
 - Political or civil unrest



- Identify safe stopping points, refueling zones, and emergency alternatives.
- Implement mitigation strategies for high-risk segments.

C. Coordination with Escort Teams & Security Providers

- Liaise with:
 - Internal security teams
 - Third-party escort providers
 - Armored transport companies
 - Police or government agencies (when required)
- Confirm vehicle readiness, driver credentials, and escort equipment.
- Ensure all personnel are briefed on cargo sensitivity and risk level.

D. Real-Time Monitoring & Incident Response

- Monitor escorted movements using:
 - GPS tracking
 - Telematics
 - Control tower dashboards
- Respond to:
 - Route deviations
 - Delays
 - Security alerts
 - Suspicious activity
- Coordinate emergency response and escalation procedures.

E. Chain-of-Custody & Documentation

- Prepare and verify:
 - Escort manifests
 - Chain-of-custody forms
 - Security declarations
 - Route plans and risk assessments
- Ensure documentation accuracy and audit readiness.
- Maintain secure records of escort operations.



F. Customer & Stakeholder Communication

- Act as the primary contact for customers requiring escorted transport.
- Provide:
 - Pre-movement briefings
 - Real-time updates
 - Incident notifications
 - Post-movement reports
- Manage escalations with discretion and professionalism.

G. Compliance & Security Standards

- Ensure compliance with:
 - TAPA TSR/FSR
 - C-TPAT
 - AEO
 - Aviation security regulations
 - National escort and firearms laws
- Conduct internal checks to ensure escort providers meet certification requirements.

H. Continuous Improvement & Security Enhancement

- Identify vulnerabilities in escort operations.
- Recommend improvements to:
 - Routing
 - Escort deployment
 - Monitoring tools
 - Documentation accuracy
- Support digitalization of escort planning workflows.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Security Management, Criminal Justice, or related field.
- Preferred certifications:



- TAPA TSR/FSR
- AEO/C-TPAT training
- Aviation security certification
- Security risk assessment training

Experience

- 3–7+ years in secure logistics, high-value cargo operations, or security planning.
- Experience with escort coordination, route risk assessment, and secure transport.
- Strong background in operational security and customer-facing roles.

4. Skills & Competencies

Technical Skills

- Strong understanding of secure transport and escort protocols.
- Knowledge of TAPA, C-TPAT, AEO, and aviation security standards.
- Ability to conduct route risk assessments and develop mitigation plans.
- Familiarity with GPS tracking, telematics, and control tower systems.
- Understanding of chain-of-custody and secure documentation.

Soft Skills

- High situational awareness and attention to detail.
- Strong communication and coordination abilities.
- Ability to remain calm under pressure and during incidents.
- Analytical and problem-solving mindset.
- Discretion, integrity, and trustworthiness.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Security Performance	Zero thefts, tampering incidents, or breaches
Operational Accuracy	Escort readiness, routing compliance
Compliance	Audit results, documentation accuracy
Incident Response	Response time, CAPA closure



KPI Category	Example Metrics
Customer Satisfaction	CSAT, escalation handling
Continuous Improvement	Security enhancements implemented

6. Working Conditions

- Office, warehouse, and secure-facility environments.
- Frequent interaction with escort teams and security providers.
- Requires PPE and adherence to security protocols.
- May involve shift work or on-call duties for high-value movements.

7. Reporting Structure

- Reports to: **Secure Cargo Manager / Security Manager / Operations Manager**
- Works closely with:
 - High Value Shipment Coordinators
 - Secure Cargo Specialists
 - Escort teams and security providers
 - Carriers and ground handlers
 - Customs and regulatory authorities
 - High-value cargo customers

8. Role Impact

This role directly strengthens:

- Security and integrity of escorted shipments
- Compliance with supply-chain security regulations
- Customer trust and brand reputation
- Operational reliability for high-value cargo
- Risk mitigation and incident prevention



7.39. TAPA Compliance Specialist

(TAPA FSR/TSR/PSR • Supply Chain Security • High-Value Cargo • Audit & Compliance • Risk Management)

1. Role Purpose

The TAPA Compliance Specialist ensures that all facilities, transport operations, and security processes comply with **TAPA (Transported Asset Protection Association)** standards.

The role safeguards high-value cargo by implementing, monitoring, and continuously improving security controls across the supply chain.

This position acts as the **security compliance authority** for TAPA certification and ongoing adherence.

2. Key Responsibilities

A. TAPA Compliance & Certification Management

- Ensure compliance with:
 - **TAPA FSR (Facility Security Requirements)**
 - **TAPA TSR (Truck Security Requirements)**
 - **TAPA PSR (Parking Security Requirements)**
- Maintain certification readiness for all relevant sites and transport operations.
- Coordinate internal and external TAPA audits.

B. Security Risk Assessment & Mitigation

- Conduct detailed risk assessments for:
 - High-value cargo
 - Secure facilities
 - Transport routes
 - Third-party providers
- Identify vulnerabilities and implement mitigation measures.
- Maintain risk registers and security action plans.

C. Facility Security Oversight

- Ensure secure-facility controls including:
 - CCTV coverage
 - Access control systems



- Intrusion alarms
 - Perimeter protection
 - Secure cages and vaults
- Conduct regular inspections and security walk-throughs.

D. Transport Security & TSR Compliance

- Verify compliance with TSR requirements for:
 - GPS-tracked vehicles
 - Panic alarms
 - Locking mechanisms
 - Escort protocols
 - Secure parking
- Monitor high-value shipments and respond to security alerts.

E. Supplier & Carrier Qualification

- Qualify and monitor:
 - Transport providers
 - Warehousing partners
 - Security service providers
- Conduct supplier audits and ensure alignment with TAPA standards.
- Maintain approved-supplier lists and compliance documentation.

F. Incident Management & Investigation

- Respond to:
 - Theft attempts
 - Tampering
 - Seal breaches
 - Security system failures
- Lead investigations and root-cause analysis.
- Implement corrective and preventive actions (CAPA).

G. Documentation & Audit Readiness

- Maintain:



- TAPA compliance records
- Security SOPs
- Chain-of-custody documentation
- Incident logs
- Training records
- Ensure all documentation is audit-ready and up to date.

H. Training & Security Awareness

- Deliver training on:
 - TAPA standards
 - Secure cargo handling
 - Chain-of-custody
 - Security incident response
- Promote a culture of vigilance and compliance.

I. Continuous Improvement & Security Enhancement

- Identify opportunities to improve:
 - Facility security
 - Transport routing
 - Monitoring systems
 - Documentation accuracy
- Support digitalization of security workflows (IoT, real-time tracking).
- Benchmark against industry best practices.

3. Required Qualifications & Experience

Education

- Degree or diploma in Security Management, Logistics, Criminal Justice, or related field.
- Preferred certifications:
 - **TAPA FSR/TSR/PSR auditor or implementer training**
 - AEO/C-TPAT training
 - Aviation security certification



- Security risk assessment training

Experience

- 3–7+ years in supply-chain security, high-value cargo operations, or compliance.
- Experience with TAPA audits, secure-facility management, and secure transport.
- Strong background in risk assessment and operational security.

4. Skills & Competencies

Technical Skills

- Deep understanding of TAPA FSR, TSR, and PSR standards.
- Knowledge of CCTV, access control, alarms, and security systems.
- Ability to conduct security audits and risk assessments.
- Familiarity with chain-of-custody and secure-transport protocols.
- Understanding of supply-chain security frameworks (AEO, C-TPAT, ISO 28000).

Soft Skills

- High attention to detail and situational awareness.
- Strong communication and coordination abilities.
- Analytical and investigative mindset.
- Ability to manage high-risk, time-critical situations.
- Discretion, integrity, and professionalism.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Compliance	TAPA audit results, deviation rate
Security Performance	Theft/tampering incidents, breach prevention
Operational Accuracy	Documentation accuracy, chain-of-custody completeness
Supplier Performance	Qualification status, compliance rate
Incident Response	Response time, CAPA closure
Continuous Improvement	Security enhancements implemented

6. Working Conditions

- Office, warehouse, and secure-facility environments.



- Frequent interaction with security systems and high-value cargo zones.
- Requires PPE and adherence to security protocols.
- May involve travel for audits and supplier assessments.

7. Reporting Structure

- Reports to: **Security Manager / Secure Cargo Manager / Compliance Manager**
- Works closely with:
 - High Value Shipment Coordinators
 - Secure Cargo Specialists
 - Warehouse & transport teams
 - Security officers and screening staff
 - Carriers and third-party providers
 - Regulatory and audit bodies

8. Role Impact

This role directly strengthens:

- Compliance with TAPA and global security standards
- Protection of high-value cargo and brand reputation
- Supply-chain resilience and risk mitigation
- Customer trust and audit performance
- Continuous improvement in security operations



7.40. Secure Transport Manager

(High-Value Cargo • Secure Logistics • Escort Operations • TAPA Compliance • Risk & Incident Management)

1. Role Purpose

The Secure Transport Manager leads and oversees all secure-transport operations for high-value, theft-sensitive, restricted, or security-regulated cargo.

The role ensures **end-to-end protection**, **regulatory compliance**, and **operational excellence** across escorted movements, secure vehicles, high-risk routes, and chain-of-custody processes.

This position acts as the **security and operational authority** for secure transport within the organization.

2. Key Responsibilities

A. Secure Transport Leadership

- Lead secure-transport operations across:
 - High-value cargo
 - Restricted or sensitive shipments
 - High-risk pharmaceuticals
 - Confidential or regulated materials
- Manage teams including:
 - Security Escort Planners
 - High Value Shipment Coordinators
 - Secure Cargo Specialists
 - Escort teams and security contractors
- Ensure flawless execution of time-critical and high-risk movements.

B. Strategy, Planning & Resource Allocation

- Develop secure-transport strategies aligned with risk levels and customer requirements.
- Allocate escort teams, secure vehicles, and monitoring resources.
- Approve routing plans, escort types, and mitigation measures for high-risk shipments.
- Ensure readiness of secure-transport assets (vehicles, GPS, alarms, communication tools).



C. Route Risk Assessment & Mitigation

- **Oversee route risk assessments for:**
 - Crime hotspots
 - Border crossings
 - High-risk regions
 - Environmental or political instability
- **Approve mitigation plans including:**
 - Escorts
 - Convoys
 - Secure parking
 - Police coordination
- **Maintain a dynamic risk register for secure-transport operations.**

D. Compliance & Security Standards

- **Ensure compliance with:**
 - TAPA TSR/FSR
 - C-TPAT
 - AEO
 - Aviation security regulations
 - National escort and firearms laws
- **Maintain audit-ready documentation and support external audits.**
- **Implement and update secure-transport SOPs and security protocols.**

E. Real-Time Monitoring & Control Tower Oversight

- **Oversee real-time monitoring of secure movements using:**
 - GPS tracking
 - Telematics
 - Control tower dashboards
- **Respond to:**
 - Route deviations
 - Security alerts



- Communication failures
 - Suspicious activity
- Coordinate emergency response and escalation procedures.

F. Incident Management & Investigation

- Lead investigations into:
 - Theft attempts
 - Tampering
 - Seal breaches
 - Hijacking attempts
 - Escort or vehicle failures
- Conduct root-cause analysis and implement CAPA.
- Report incidents to customers, authorities, and internal leadership.

G. Supplier & Security Provider Management

- Qualify and manage:
 - Escort service providers
 - Armored transport companies
 - Secure-parking partners
 - GPS and telematics vendors
- Conduct supplier audits and performance reviews.
- Ensure third parties meet TAPA and internal security standards.

H. Customer & Stakeholder Engagement

- Act as the senior point of contact for secure-transport customers.
- Provide:
 - Pre-movement briefings
 - Real-time updates
 - Incident reports
 - Security recommendations
- Lead customer audits, QBRs, and security reviews.

I. Training & Competency Development



- Ensure all secure-transport staff are trained in:
 - Security awareness
 - Escort protocols
 - Chain-of-custody
 - Emergency response
 - TAPA standards
- Maintain training records and competency matrices.

J. Continuous Improvement & Innovation

- Identify opportunities to improve:
 - Routing efficiency
 - Escort deployment
 - Monitoring accuracy
 - Documentation quality
- Support digitalization of secure-transport workflows (IoT, predictive analytics).
- Benchmark against global best practices in secure logistics.

3. Required Qualifications & Experience

Education

- Degree in Security Management, Logistics, Criminal Justice, or related field.
- Preferred certifications:
 - TAPA TSR/FSR/PSR
 - AEO/C-TPAT
 - Aviation security certification
 - Security risk assessment training
 - Crisis management training

Experience

- 7–10+ years in secure logistics, high-value cargo operations, or security management.
- Proven leadership experience in high-risk, time-critical environments.
- Strong background in compliance, risk assessment, and incident management.



4. Skills & Competencies

Technical Skills

- Deep understanding of secure-transport protocols and TAPA standards.
- Knowledge of GPS tracking, telematics, and control tower systems.
- Ability to conduct and approve route risk assessments.
- Familiarity with chain-of-custody and secure-documentation requirements.
- Understanding of escort operations and secure-vehicle technologies.

Leadership & Soft Skills

- Strong communication and stakeholder-management abilities.
- High situational awareness and decision-making capability.
- Ability to lead teams under pressure.
- Analytical and investigative mindset.
- Integrity, discretion, and trustworthiness.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Security Performance	Zero thefts, tampering incidents, or breaches
Compliance	TAPA audit results, deviation rate
Operational Performance	Escort readiness, routing accuracy
Incident Response	Response time, CAPA closure
Customer Satisfaction	CSAT, escalation handling
Continuous Improvement	Security enhancements implemented

6. Working Conditions

- Office, warehouse, and secure-facility environments.
- Frequent interaction with escort teams and security providers.
- Requires PPE and adherence to security protocols.
- May involve travel, on-call duties, and irregular hours for high-value movements.

7. Reporting Structure

- Reports to: **Head of Security / Secure Cargo Director / Operations Director**



- Leads:
 - Security Escort Planners
 - High Value Shipment Coordinators
 - Secure Cargo Specialists
- Works closely with:
 - Carriers and ground handlers
 - Security officers and screening teams
 - Customs and regulatory authorities
 - High-value cargo customers
 - Third-party security providers

8. Role Impact

This role directly strengthens:

- End-to-end protection of high-value cargo
- Compliance with global supply-chain security standards
- Customer trust and brand reputation
- Operational resilience and risk mitigation
- Security culture and continuous improvement across the organization



7.41. Risk & Security Analyst (High Value Cargo)

(Risk Intelligence • Supply Chain Security • High-Value Cargo • Threat Analysis • Incident Prevention)

1. Role Purpose

The Risk & Security Analyst identifies, assesses, and mitigates security risks affecting high-value cargo across the supply chain.

The role provides **data-driven intelligence**, **threat analysis**, and **operational recommendations** to protect cargo from theft, tampering, diversion, and route-based risks.

This position acts as the **security intelligence hub** for high-value cargo operations.

2. Key Responsibilities

A. Risk Assessment & Threat Analysis

- Conduct risk assessments for:
 - High-value shipments
 - Sensitive routes
 - High-risk regions
 - Secure-facility operations
 - Third-party providers
- Analyze threats including:
 - Cargo theft trends
 - Organized crime activity
 - Insider threats
 - Political or civil unrest
 - Cyber-physical risks (GPS jamming, spoofing)
- Maintain a dynamic threat-intelligence database.

B. Security Monitoring & Incident Detection

- Monitor high-value shipments using:
 - GPS tracking
 - Telematics
 - Control tower dashboards



- IoT sensors
- Detect anomalies such as:
 - Route deviations
 - Unscheduled stops
 - Communication loss
 - Tampering alerts
- Escalate incidents to secure-transport teams.

C. Data Analytics & Reporting

- Analyze security data to identify:
 - Patterns
 - Vulnerabilities
 - Recurring incidents
 - Seasonal or geographic risks
- Produce:
 - Risk dashboards
 - Heat maps
 - Trend reports
 - Customer-ready security summaries
- Support KPI and SLA reporting for high-value cargo.

D. Incident Investigation & CAPA

- Support investigations into:
 - Theft attempts
 - Tampering
 - Seal breaches
 - Hijacking attempts
 - Escort or vehicle failures
- Conduct root-cause analysis.
- Recommend corrective and preventive actions (CAPA).
- Maintain incident logs and audit-ready documentation.



E. Compliance & Security Standards

- Ensure alignment with:
 - TAPA FSR/TSR/PSR
 - C-TPAT
 - AEO
 - Aviation security regulations
 - Internal security policies
- Support internal and external audits.
- Maintain compliance documentation and risk registers.

F. Supplier & Route Risk Evaluation

- Assess security performance of:
 - Carriers
 - Escort providers
 - Warehousing partners
 - Secure-parking facilities
- Evaluate route risks and recommend:
 - Escorts
 - Convoys
 - Secure parking
 - Alternative routing
- Maintain approved-supplier and approved-route lists.

G. Customer & Stakeholder Support

- Provide customers with:
 - Risk assessments
 - Security recommendations
 - Incident summaries
 - Preventive-action proposals
- Participate in customer audits and security reviews.

H. Continuous Improvement & Security Innovation



- Identify opportunities to improve:
 - Monitoring accuracy
 - Route-risk models
 - Incident-response workflows
 - Data-collection methods
- Support digitalization of security analytics (AI, predictive modeling).
- Benchmark against global best practices in secure logistics.

3. Required Qualifications & Experience

Education

- Degree in Security Management, Risk Management, Intelligence Studies, Logistics, or related field.
- Preferred certifications:
 - TAPA FSR/TSR/PSR
 - AEO/C-TPAT
 - Security risk assessment training
 - ISO 28000 (Supply Chain Security)
 - Crime analysis or intelligence-analysis training

Experience

- 3–7+ years in supply-chain security, risk analysis, or high-value cargo operations.
- Experience with GPS tracking, telematics, and control tower monitoring.
- Strong background in threat intelligence and incident investigation.

4. Skills & Competencies

Technical Skills

- Strong understanding of high-value cargo risks and security frameworks.
- Ability to conduct threat analysis and risk assessments.
- Proficiency with GPS tracking, telematics, and monitoring platforms.
- Data-analytics skills (Excel, dashboards, BI tools).
- Familiarity with TAPA, C-TPAT, AEO, and aviation security standards.

Soft Skills



- High situational awareness and analytical mindset.
- Strong communication and reporting abilities.
- Ability to remain calm during incidents.
- Problem-solving and investigative capability.
- Integrity, discretion, and trustworthiness.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Risk Reduction	Decrease in incidents, improved route-risk scores
Incident Response	Detection time, escalation time, CAPA closure
Compliance	Audit results, documentation accuracy
Monitoring Accuracy	Alert accuracy, false-positive reduction
Customer Satisfaction	Quality of risk reports, escalation handling
Continuous Improvement	Security enhancements implemented

6. Working Conditions

- Office, control-tower, and secure-facility environments.
- Frequent interaction with monitoring systems and high-value cargo teams.
- Requires adherence to security protocols.
- May involve on-call duties for high-risk shipments.

7. Reporting Structure

- Reports to: **Secure Transport Manager / Security Manager / Risk & Compliance Manager**
- Works closely with:
 - High Value Shipment Coordinators
 - Security Escort Planners
 - TAPA Compliance Specialists
 - Secure Cargo Specialists
 - Carriers and security providers
 - Customers and audit bodies



8. Role Impact

This role directly strengthens:

- Security intelligence and risk mitigation
- Protection of high-value cargo and brand reputation
- Compliance with global supply-chain security standards
- Operational resilience and incident prevention
- Data-driven decision-making across secure-transport operations



Automotive & Industrial Logistics

7.42. Automotive Logistics Coordinator

(Inbound & Outbound Flows • JIT/JIS • OEM & Tier-1 Supply Chain • Transport & Warehouse Coordination)

1. Role Purpose

The Automotive Logistics Coordinator manages the end-to-end flow of automotive components, assemblies, and finished vehicles across the supply chain.

The role ensures **on-time, damage-free, and cost-efficient** movement of materials to support production schedules, aftermarket demand, and customer delivery requirements.

This position acts as the **operational control point** between suppliers, carriers, warehouses, and production lines.

2. Key Responsibilities

A. Inbound Logistics & Supplier Coordination

- Coordinate inbound flows of:
 - Raw materials
 - Components and sub-assemblies
 - Tier-1 and Tier-2 supplier shipments
- Monitor supplier readiness, ASN accuracy, and pickup scheduling.
- Resolve shortages, delays, and transport disruptions.

B. Production Support (JIT/JIS)

- Ensure Just-In-Time (JIT) and Just-In-Sequence (JIS) deliveries to production lines.
- Monitor line-side inventory levels and trigger replenishment.
- Coordinate with production planners to avoid downtime or bottlenecks.
- Manage sequencing accuracy for critical components (e.g., seats, dashboards, bumpers).

C. Outbound Logistics & Finished Vehicle Handling

- Coordinate outbound flows of:
 - Finished vehicles
 - Spare parts
 - Aftermarket components



- Liaise with carriers, distribution centers, and dealerships.
- Ensure correct loading, securing, and damage-prevention procedures.

D. Transport Planning & Carrier Management

- Plan and schedule transport across:
 - Road
 - Rail
 - Ocean Ro-Ro
 - Air (for critical or expedited shipments)
- Monitor carrier performance and transit milestones.
- Manage escalations such as delays, capacity shortages, or route restrictions.

E. Warehouse & Yard Coordination

- Coordinate with warehouse teams for:
 - Receiving
 - Put-away
 - Picking
 - Sequencing
 - Kitting
- Support yard management for finished vehicles, including parking, inspection, and dispatch.

F. Inventory Control & Material Flow

- Maintain accurate inventory records in WMS/ERP systems.
- Conduct cycle counts and support root-cause analysis for discrepancies.
- Ensure FIFO/FEFO and correct batch/lot tracking.

G. Quality, Compliance & Damage Prevention

- Ensure compliance with:
 - OEM logistics standards
 - Packaging specifications
 - Handling procedures
 - Safety and environmental regulations



- Report and investigate:
 - Transport damages
 - Packaging failures
 - Quality deviations

H. Customer & Stakeholder Communication

- Act as the operational contact for:
 - OEMs
 - Tier-1 suppliers
 - Carriers
 - Production teams
 - Dealerships
- Provide shipment updates, risk alerts, and recovery plans.
- Manage escalations with clarity and professionalism.

I. Continuous Improvement & Cost Optimization

- Identify opportunities to improve:
 - Transport efficiency
 - Warehouse flow
 - Packaging design
 - Inventory accuracy
- Support Lean, Kaizen, and VSM initiatives.
- Contribute to cost-reduction projects without compromising service.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Industrial Engineering, or related field.
- Preferred certifications:
 - Automotive logistics training (OEM/Tier-1 standards)
 - Lean / Six Sigma
 - APICS or similar supply-chain certification



Experience

- 2–5+ years in automotive logistics, production logistics, or supply-chain coordination.
- Experience with JIT/JIS environments and multimodal transport.
- Strong background in supplier and carrier coordination.

4. Skills & Competencies

Technical Skills

- Strong understanding of automotive supply-chain processes.
- Knowledge of JIT/JIS, sequencing, and production logistics.
- Proficiency with ERP/WMS/TMS systems.
- Understanding of packaging, handling, and damage-prevention standards.
- Familiarity with transport modes and carrier operations.

Soft Skills

- High attention to detail and urgency mindset.
- Strong communication and coordination abilities.
- Analytical and problem-solving capability.
- Ability to manage time-critical and high-pressure situations.
- Customer-centric and quality-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Delivery	JIT/JIS accuracy, inbound/outbound punctuality
Inventory Accuracy	Cycle count results, discrepancy rate
Damage Prevention	Damage rate, packaging compliance
Transport Performance	Carrier reliability, transit time adherence
Production Support	Line stoppages avoided, sequencing accuracy
Continuous Improvement	Cost savings, process enhancements

6. Working Conditions

- Office and warehouse/yard environments.



- Frequent interaction with production lines and transport operations.
- Requires PPE in operational areas.
- May involve shift work or weekend support during peak production.

7. Reporting Structure

- Reports to: **Automotive Logistics Manager / Supply Chain Manager / Plant Logistics Lead**
- Works closely with:
 - Production planners
 - Warehouse supervisors
 - Transport providers
 - OEM/Tier-1 suppliers
 - Quality and engineering teams

8. Role Impact

This role directly strengthens:

- Production continuity and line efficiency
- On-time delivery performance
- Inventory accuracy and material flow stability
- Customer satisfaction across OEM and aftermarket channels
- Operational resilience and cost efficiency



7.43. Just-In-Time (JIT) Logistics Specialist

(Production Logistics • Sequencing • Supplier Coordination • Lean/JIT • Zero-Inventory Flow Management)

1. Role Purpose

The JIT Logistics Specialist ensures the **precise, uninterrupted, and synchronized flow** of materials, components, and assemblies to production lines in accordance with JIT principles.

The role eliminates waste, minimizes inventory, and guarantees that every part arrives **exactly when needed**, in the correct sequence, quantity, and quality.

This position acts as the **operational heartbeat** of JIT supply chains.

2. Key Responsibilities

A. JIT Material Flow & Line Feeding

- Ensure timely delivery of components to production lines based on:
 - Takt time
 - Production schedules
 - Sequencing requirements
- Coordinate line-side replenishment using:
 - Kanban
 - Milk-run cycles
 - Tugger routes
 - AGVs/AMRs (where applicable)
- Prevent line stoppages through proactive monitoring and rapid escalation.

B. Supplier & Inbound Coordination

- Coordinate with suppliers to ensure:
 - On-time dispatch
 - Accurate ASNs
 - Correct packaging and labeling
- Monitor inbound transport and resolve:
 - Delays
 - Shortages



- Quality issues
- Support supplier performance reviews and improvement plans.

C. Sequencing & JIS (Just-In-Sequence) Operations

- Manage sequencing operations for components such as:
 - Seats
 - Bumpers
 - Dashboards
 - Wiring harnesses
- Ensure correct sequence alignment with production orders.
- Monitor JIS accuracy and resolve mismatches immediately.

D. Warehouse & Staging Coordination

- Coordinate warehouse activities including:
 - Receiving
 - Put-away
 - Picking
 - Kitting
 - Staging
- Maintain minimal buffer stock while ensuring uninterrupted flow.
- Support layout optimization for JIT efficiency.

E. Inventory Control & Data Accuracy

- Maintain accurate inventory levels in ERP/WMS systems.
- Conduct cycle counts and root-cause analysis for discrepancies.
- Ensure FIFO/FEFO and correct batch/lot tracking.

F. Transport Planning & Carrier Coordination

- Plan and monitor inbound transport for JIT deliveries.
- Coordinate with carriers for:
 - Time-critical shipments
 - Expedited transport
 - Route optimization



- Manage escalations such as capacity shortages or delays.

G. Production Support & Issue Resolution

- Work closely with production teams to:
 - Adjust material flow
 - Respond to schedule changes
 - Resolve shortages or disruptions
- Lead rapid-response actions to prevent line stoppages.

H. Quality, Compliance & Packaging Standards

- Ensure compliance with:
 - OEM packaging standards
 - Handling procedures
 - Safety and environmental regulations
- Report and investigate:
 - Damages
 - Packaging failures
 - Quality deviations

I. Continuous Improvement & Lean Initiatives

- Identify opportunities to improve:
 - Material flow
 - Sequencing accuracy
 - Warehouse layout
 - Transport efficiency
- Support Lean, Kaizen, and VSM initiatives.
- Contribute to waste reduction and cost-optimization projects.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Industrial Engineering, or related field.
- Preferred certifications:



- Lean / Six Sigma
- APICS or similar supply-chain certification
- Automotive logistics training (OEM/Tier-1 standards)

Experience

- 2–5+ years in JIT/JIS logistics, production logistics, or automotive supply chain.
- Experience with sequencing, line feeding, and time-critical operations.
- Strong background in supplier and carrier coordination.

4. Skills & Competencies

Technical Skills

- Strong understanding of JIT/JIS principles and production logistics.
- Knowledge of Kanban, milk-run, and sequencing systems.
- Proficiency with ERP/WMS/TMS platforms.
- Understanding of packaging, handling, and damage-prevention standards.
- Familiarity with Lean tools (5S, VSM, SMED).

Soft Skills

- High urgency mindset and attention to detail.
- Strong communication and coordination abilities.
- Analytical and problem-solving capability.
- Ability to manage high-pressure, time-critical environments.
- Customer-centric and quality-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Delivery	JIT/JIS accuracy, inbound punctuality
Production Continuity	Line stoppages avoided, response time
Inventory Accuracy	Cycle count results, discrepancy rate
Transport Performance	Carrier reliability, expedited shipments
Quality Performance	Damage rate, packaging compliance
Continuous Improvement	Cost savings, process enhancements



6. Working Conditions

- Office and warehouse/production-floor environments.
- Frequent interaction with line-side operations and transport teams.
- Requires PPE in operational areas.
- May involve shift work or weekend support during peak production.

7. Reporting Structure

- Reports to: **JIT Logistics Manager / Production Logistics Manager / Plant Logistics Lead**
- Works closely with:
 - Production planners
 - Warehouse supervisors
 - Transport providers
 - OEM/Tier-1 suppliers
 - Quality and engineering teams

8. Role Impact

This role directly strengthens:

- Production stability and takt-time adherence
- Zero-inventory efficiency and waste reduction
- Supplier performance and inbound reliability
- Operational resilience and cost efficiency
- Customer satisfaction across OEM and manufacturing networks



7.44. Sequencing Center Supervisor

(JIS Operations • Production Logistics • Team Leadership • Quality & Accuracy • Automotive Supply Chain)

1. Role Purpose

The Sequencing Center Supervisor oversees daily operations within the sequencing center, ensuring that components are **picked, sequenced, verified, and delivered** to production lines in the exact order required.

The role guarantees **Just-In-Sequence (JIS)** accuracy, production continuity, and compliance with OEM standards.

This position acts as the **front-line leader** ensuring flawless synchronization between warehouse operations and the production line.

2. Key Responsibilities

A. Sequencing Operations Management

- Supervise end-to-end sequencing activities for components such as:
 - Seats
 - Bumpers
 - Consoles
 - Door panels
 - Wiring harnesses
- Ensure correct sequence alignment with production orders and takt time.
- Monitor sequencing accuracy and resolve mismatches immediately.

B. Team Leadership & Workforce Coordination

- Lead, coach, and supervise sequencing operators, pickers, and line-feeders.
- Plan staffing levels based on production schedules and volume forecasts.
- Conduct shift briefings, assign tasks, and monitor performance.
- Promote a culture of safety, quality, and continuous improvement.

C. Production Line Support

- Ensure sequenced parts are delivered to the line:
 - On time
 - In the correct order
 - With zero defects



- Coordinate closely with production planners and line supervisors.
- Respond rapidly to disruptions to prevent line stoppages.

D. Quality Control & Verification

- Oversee quality checks for:
 - Correct part numbers
 - Sequence accuracy
 - Labeling and scanning
 - Packaging integrity
- Investigate sequencing errors and implement corrective actions.
- Maintain audit-ready documentation.

E. Warehouse & Material Flow Coordination

- Ensure smooth flow of materials through:
 - Receiving
 - Put-away
 - Picking
 - Sequencing
 - Staging
- Optimize layout and material flow for efficiency and accuracy.
- Support FIFO/FEFO and batch/lot tracking.

F. Systems & Technology Oversight

- Ensure accurate use of:
 - WMS/ERP systems
 - Sequencing software
 - Scanning and barcode systems
 - Andon or alert systems
- Monitor system exceptions and coordinate IT support when needed.

G. Safety, Compliance & Standards

- Enforce compliance with:
 - OEM logistics standards



- Safety regulations
 - Handling and packaging procedures
- Conduct safety walks and ensure PPE compliance.
- Lead incident reporting and root-cause analysis.

H. Continuous Improvement & Lean Initiatives

- Identify opportunities to improve:
 - Sequencing accuracy
 - Material flow
 - Layout efficiency
 - Operator productivity
- Support Lean, Kaizen, and VSM initiatives.
- Implement standard work and visual-management tools.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Industrial Engineering, or related field.
- Preferred certifications:
 - Lean / Six Sigma
 - APICS or similar supply-chain certification
 - Automotive logistics training (OEM/Tier-1 standards)

Experience

- 3–7+ years in sequencing, JIT/JIS logistics, or automotive production logistics.
- Proven leadership experience in warehouse or production environments.
- Strong background in time-critical, accuracy-driven operations.

4. Skills & Competencies

Technical Skills

- Strong understanding of JIS/JIT principles and sequencing operations.
- Proficiency with WMS/ERP and sequencing systems.
- Knowledge of packaging, handling, and damage-prevention standards.



- Familiarity with Lean tools (5S, VSM, SMED).

Leadership & Soft Skills

- Strong communication and team-leadership abilities.
- High attention to detail and accuracy.
- Ability to manage high-pressure, time-critical environments.
- Analytical and problem-solving mindset.
- Customer-centric and quality-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Sequencing Accuracy	Error rate, rework rate
On-Time Delivery	JIS punctuality, line-feed reliability
Production Continuity	Line stoppages avoided, response time
Quality Performance	Defect rate, audit results
Productivity	Units sequenced per hour, labor efficiency
Continuous Improvement	Cost savings, process enhancements

6. Working Conditions

- Warehouse and production-adjacent environments.
- Frequent interaction with line-side operations and sequencing stations.
- Requires PPE in operational areas.
- May involve shift work, weekends, or extended hours during peak production.

7. Reporting Structure

- Reports to: **Sequencing Center Manager / Production Logistics Manager / Plant Logistics Lead**
- Leads:
 - Sequencing operators
 - Pickers
 - Line-feeders
- Works closely with:



- Production planners
- Warehouse supervisors
- Transport providers
- OEM/Tier-1 suppliers
- Quality and engineering teams

8. Role Impact

This role directly strengthens:

- Production stability and takt-time adherence
- Zero-defect sequencing and line-feed accuracy
- Operational efficiency and material-flow reliability
- Customer satisfaction across OEM and manufacturing networks
- Continuous improvement and Lean culture



7.45. Line Feeding Logistics Planner

(Production Line Supply • Material Flow Planning • JIT/JIS • Warehouse–Line Synchronization • Lean Logistics)

1. Role Purpose

The Line Feeding Logistics Planner ensures the **timely, accurate, and efficient delivery of materials** from warehouse or sequencing areas to production lines.

The role optimizes material flow, prevents line stoppages, and ensures that every component arrives **in the right place, at the right time, in the right quantity**.

This position acts as the **planning and coordination hub** for line-feeding operations.

2. Key Responsibilities

A. Line-Feeding Planning & Scheduling

- Develop and maintain line-feeding plans aligned with:
 - Production schedules
 - Takt time
 - JIT/JIS requirements
- Define replenishment frequencies, routes, and delivery cycles.
- Adjust plans dynamically based on production changes or disruptions.

B. Material Flow Coordination

- Coordinate material movement from:
 - Warehouse
 - Sequencing center
 - Kitting areas
 - Supermarkets
- Ensure smooth, continuous flow to line-side locations.
- Optimize material presentation (racks, dollies, totes, pallets).

C. Inventory Control & Line-Side Management

- Maintain accurate line-side inventory levels.
- Prevent shortages, overstocking, and congestion.
- Ensure FIFO/FEFO and correct batch/lot tracking.
- Conduct root-cause analysis for discrepancies.



D. Transport Route & Equipment Planning

- Plan and optimize:
 - Milk-run routes
 - Tugger/tractor paths
 - AGV/AMR routes (where applicable)
- Define equipment needs (tuggers, carts, forklifts, dollies).
- Ensure safe and efficient material-handling flows.

E. Warehouse & Production Interface

- Act as the key link between:
 - Warehouse supervisors
 - Sequencing teams
 - Production planners
 - Line supervisors
- Communicate material needs, shortages, and schedule changes.
- Support rapid-response actions to avoid line stoppages.

F. Quality, Compliance & Packaging Standards

- Ensure compliance with:
 - OEM packaging standards
 - Handling procedures
 - Safety and environmental regulations
- Validate packaging suitability for line-side presentation.
- Report and investigate damages or quality deviations.

G. Data Accuracy & Systems Management

- Maintain accurate data in:
 - ERP
 - WMS
 - MES
 - Line-feeding planning tools
- Monitor system exceptions and coordinate corrective actions.



H. Continuous Improvement & Lean Initiatives

- Identify opportunities to improve:
 - Material flow efficiency
 - Line-side layout
 - Route optimization
 - Inventory accuracy
- Support Lean, Kaizen, and VSM initiatives.
- Implement standard work and visual-management tools.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Industrial Engineering, or related field.
- Preferred certifications:
 - Lean / Six Sigma
 - APICS or similar supply-chain certification
 - Automotive logistics training (OEM/Tier-1 standards)

Experience

- 2–5+ years in production logistics, line-feeding, JIT/JIS operations, or automotive supply chain.
- Experience with warehouse–production interfaces and time-critical operations.
- Strong background in material-flow planning and coordination.

4. Skills & Competencies

Technical Skills

- Strong understanding of JIT/JIS and production-logistics principles.
- Knowledge of line-feeding methods (milk-run, Kanban, sequencing).
- Proficiency with ERP/WMS/MES systems.
- Understanding of packaging, handling, and damage-prevention standards.
- Familiarity with Lean tools (5S, VSM, SMED).

Soft Skills

- High urgency mindset and attention to detail.



- Strong communication and coordination abilities.
- Analytical and problem-solving capability.
- Ability to manage high-pressure, time-critical environments.
- Customer-centric and quality-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Delivery	Line-feed punctuality, replenishment accuracy
Production Continuity	Line stoppages avoided, response time
Inventory Accuracy	Line-side discrepancy rate, cycle count results
Material Flow Efficiency	Route performance, equipment utilization
Quality Performance	Damage rate, packaging compliance
Continuous Improvement	Cost savings, process enhancements

6. Working Conditions

- Warehouse and production-floor environments.
- Frequent interaction with line-side operations and material-handling teams.
- Requires PPE in operational areas.
- May involve shift work or weekend support during peak production.

7. Reporting Structure

- Reports to: **Line Feeding Manager / Production Logistics Manager / Plant Logistics Lead**
- Works closely with:
 - Warehouse supervisors
 - Sequencing center teams
 - Production planners
 - Transport providers
 - OEM/Tier-1 suppliers
 - Quality and engineering teams

8. Role Impact



This role directly strengthens:

- Production stability and takt-time adherence
- Zero-inventory efficiency and waste reduction
- Material-flow reliability and accuracy
- Operational resilience and cost efficiency
- Customer satisfaction across OEM and manufacturing networks



7.46. Industrial Logistics Engineer

(Material Flow Engineering • Lean Logistics • Automation • Warehouse & Production Optimization • Industrial Supply Chain Design)

1. Role Purpose

The Industrial Logistics Engineer designs, optimizes, and implements logistics systems that ensure efficient, reliable, and cost-effective material flow across production, warehousing, and distribution environments.

The role applies engineering principles, Lean methodologies, and data-driven analysis to improve productivity, reduce waste, and enhance operational performance.

This position acts as the **technical and analytical backbone** of industrial logistics operations.

2. Key Responsibilities

A. Logistics System Design & Optimization

- Design and optimize end-to-end material flows across:
 - Production lines
 - Warehouses
 - Sequencing centers
 - Distribution hubs
- Develop layout designs, process maps, and logistics concepts.
- Conduct time-and-motion studies and bottleneck analysis.

B. Material Handling & Equipment Engineering

- Define requirements for:
 - Conveyors
 - AGVs/AMRs
 - Forklifts and tugger trains
 - Racking and storage systems
 - Picking and kitting equipment
- Evaluate new technologies and automation solutions.

C. Production Logistics (JIT/JIS)

- Engineer logistics processes supporting:
 - Just-In-Time (JIT)



- Just-In-Sequence (JIS)
- Kanban and milk-run systems
- Optimize line-feeding strategies and supermarket layouts.
- Ensure takt-time alignment and production continuity.

D. Warehouse Engineering & Layout Design

- Design warehouse layouts including:
 - Receiving
 - Put-away
 - Picking
 - Kitting
 - Staging
- Optimize space utilization, slotting, and storage strategies.
- Implement Lean warehouse principles.

E. Data Analysis & Performance Modeling

- Analyze logistics data to identify:
 - Inefficiencies
 - Waste
 - Capacity constraints
 - Cost drivers
- Build simulation models (e.g., discrete-event simulation).
- Develop KPIs, dashboards, and performance reports.

F. Continuous Improvement & Lean Projects

- Lead Lean initiatives such as:
 - Kaizen
 - 5S
 - VSM (Value Stream Mapping)
 - SMED
- Implement standard work and visual-management systems.
- Drive waste reduction and productivity improvements.



G. Project Management & Implementation

- Lead logistics engineering projects from concept to execution.
- Coordinate with:
 - Production
 - Warehouse
 - IT
 - Procurement
 - Suppliers and integrators
- Validate solutions through pilots, testing, and ramp-up phases.

H. Technology & Digitalization

- Support digital transformation in logistics through:
 - IoT sensors
 - Real-time tracking
 - WMS/TMS/MES integration
 - Automation and robotics
- Evaluate and implement Industry 4.0 solutions.

I. Safety, Quality & Compliance

- Ensure logistics processes comply with:
 - Safety regulations
 - Quality standards
 - Environmental requirements
- Conduct risk assessments and implement mitigation measures.

3. Required Qualifications & Experience

Education

- Degree in Industrial Engineering, Logistics Engineering, Mechanical Engineering, or related field.
- Preferred certifications:
 - Lean / Six Sigma
 - APICS or similar supply-chain certification



- Project management certification (PMP/Prince2)

Experience

- 3–7+ years in industrial logistics, production logistics, or warehouse engineering.
- Experience with layout design, material-flow optimization, and automation projects.
- Strong background in data analysis and continuous improvement.

4. Skills & Competencies

Technical Skills

- Strong understanding of industrial logistics and material-flow engineering.
- Proficiency with CAD tools, simulation software, and analytics platforms.
- Knowledge of JIT/JIS, Kanban, and Lean logistics.
- Familiarity with automation, AGVs/AMRs, and warehouse technologies.
- Understanding of WMS, TMS, and MES systems.

Soft Skills

- Analytical and problem-solving mindset.
- Strong communication and cross-functional coordination.
- Ability to lead projects and influence stakeholders.
- High attention to detail and process discipline.
- Continuous-improvement and innovation mindset.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Efficiency	Material-flow cycle time, productivity gains
Cost Optimization	Logistics cost per unit, waste reduction
Space Utilization	Storage density, layout efficiency
Quality & Accuracy	Error rate, process compliance
Project Delivery	On-time implementation, ROI achievement
Continuous Improvement	Lean savings, process enhancements

6. Working Conditions



- Office, warehouse, and production-floor environments.
- Frequent interaction with engineering, operations, and IT teams.
- Requires PPE in operational areas.
- May involve travel to suppliers, plants, or distribution centers.

7. Reporting Structure

- Reports to: **Industrial Logistics Manager / Engineering Manager / Plant Logistics Lead**
- Works closely with:
 - Production planners
 - Warehouse supervisors
 - Automation engineers
 - Transport providers
 - Quality and safety teams
 - IT and digitalization teams

8. Role Impact

This role directly strengthens:

- Operational efficiency and material-flow reliability
- Production stability and takt-time adherence
- Cost reduction and space optimization
- Digital transformation and automation maturity
- Long-term logistics strategy and resilience



E-Commerce & Fulfilment Specialties

7.47. E-Commerce Fulfilment Specialist

(Order Processing • Pick/Pack/Ship • Marketplace Operations • Inventory Accuracy • Customer Experience)

1. Role Purpose

The E-Commerce Fulfillment Specialist ensures the **accurate, timely, and efficient processing of online orders** across marketplaces, brand websites, and omnichannel platforms.

The role safeguards customer satisfaction by maintaining high fulfillment accuracy, optimizing warehouse workflows, and supporting seamless last-mile delivery.

This position acts as the **operational backbone** of e-commerce fulfillment.

2. E-Commerce & Fulfillment Specialties

These are the **core specialty domains** that define the expertise of an E-Commerce Fulfillment Specialist.

A. Order Processing & Marketplace Fulfillment

- Manage order flow from:
 - Shopify
 - WooCommerce
 - Amazon FBA/FBM
 - eBay
 - Zalando, Otto, Bol.com, etc.
- Validate order details, payment status, and customer instructions.
- Prioritize orders based on SLAs, cut-off times, and carrier schedules.

B. Pick, Pack & Ship Operations

- Execute or coordinate:
 - Batch picking
 - Wave picking
 - Zone picking
 - Single-order picking
- Ensure correct packaging, labeling, and documentation.



- Apply packaging standards for fragile, oversized, or high-value items.

C. Inventory Accuracy & Stock Control

- Maintain real-time inventory accuracy across:
 - WMS
 - OMS
 - Marketplace dashboards
- Conduct cycle counts and investigate discrepancies.
- Prevent stockouts, overselling, and backorders.

D. Returns Management (Reverse Logistics)

- Process returns according to:
 - Marketplace rules
 - Brand policies
 - Quality inspection requirements
- Update inventory and trigger refunds or replacements.
- Identify recurring return reasons for improvement.

E. Last-Mile Delivery Coordination

- Prepare shipments for:
 - Postal carriers
 - Courier services
 - Same-day delivery partners
 - Cross-border carriers
- Track shipments and resolve delivery exceptions.
- Manage claims for lost, damaged, or delayed parcels.

F. Customer Experience & Service Support

- Provide fulfillment-related support to:
 - Customer service teams
 - Marketplace support channels
- Supply tracking updates, delivery confirmations, and issue resolutions.
- Ensure fulfillment performance aligns with customer expectations.



G. Performance Monitoring & SLA Compliance

- Monitor KPIs such as:
 - Order accuracy
 - On-time dispatch
 - Pick/pack productivity
 - Return rate
 - Carrier performance
- Support continuous improvement initiatives.

H. Technology & Systems Expertise

- Use and maintain:
 - WMS (e.g., Manhattan, SAP EWM, Odoo, NetSuite)
 - OMS (e.g., Linnworks, ChannelAdvisor)
 - Shipping platforms (e.g., ShipStation, SendCloud, EasyShip)
 - Barcode scanners, handhelds, and mobile apps
- Troubleshoot system issues and support integrations.

I. Warehouse Workflow Optimization

- Improve:
 - Slotting and storage strategies
 - Pick paths and layout efficiency
 - Packing station ergonomics
 - Order batching logic
- Support Lean and Kaizen initiatives.

3. Key Responsibilities (Full Role Scope)

A. Daily Fulfillment Operations

- Process online orders from multiple channels.
- Execute picking, packing, and shipping tasks.
- Maintain fulfillment accuracy and speed.

B. Inventory & Stock Management

- Update stock levels and investigate discrepancies.



- Coordinate replenishment with warehouse teams.
- Prevent overselling and stockouts.

C. Returns & Refunds Processing

- Inspect returned items and update systems.
- Coordinate with customer service for refunds or replacements.

D. Carrier & Shipping Coordination

- Prepare shipments and book carriers.
- Track deliveries and resolve exceptions.

E. Quality Control

- Ensure correct items, quantities, and packaging.
- Report defects, damages, or recurring issues.

F. Reporting & Continuous Improvement

- Provide daily/weekly fulfillment performance reports.
- Suggest improvements to workflows and systems.

4. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Business, or related field.
- Preferred certifications:
 - E-commerce operations training
 - WMS/OMS system training
 - Lean / Six Sigma (beneficial)

Experience

- 1–4+ years in e-commerce fulfillment, warehouse operations, or online retail logistics.
- Experience with marketplaces and shipping platforms.

5. Skills & Competencies

Technical Skills

- Strong understanding of e-commerce fulfillment workflows.
- Proficiency with WMS, OMS, and shipping tools.



- Knowledge of packaging, labeling, and carrier requirements.
- Understanding of returns management and reverse logistics.

Soft Skills

- High attention to detail and accuracy.
- Strong communication and coordination abilities.
- Ability to work in fast-paced, high-volume environments.
- Customer-centric and quality-driven mindset.

6. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Order Accuracy	Picking accuracy, packing accuracy
Speed & Efficiency	Orders processed per hour, on-time dispatch
Inventory Accuracy	Cycle count results, oversell rate
Customer Experience	Delivery success rate, return reasons
Cost Efficiency	Packaging cost, carrier cost optimization
Continuous Improvement	Process enhancements implemented

7. Working Conditions

- Warehouse and office environments.
- Fast-paced, high-volume peak periods (e.g., Black Friday).
- Requires PPE in operational areas.
- May involve shift work during peak seasons.

8. Role Impact

This role directly strengthens:

- Customer satisfaction and brand reputation
- Marketplace performance and seller ratings
- Inventory accuracy and operational efficiency
- Speed, reliability, and scalability of e-commerce operations
- Continuous improvement and digital retail excellence



7.48. Same Day Delivery Coordinator

(Last-Mile Operations • Real-Time Dispatch • Courier Management • Customer Experience • SLA Performance)

1. Role Purpose

The Same Day Delivery Coordinator manages and monitors all same-day delivery operations, ensuring **on-time pickup, dispatch, routing, and delivery** for urgent orders. The role acts as the **real-time operational nerve center**, coordinating couriers, resolving exceptions, and safeguarding customer satisfaction.

2. Key Responsibilities

A. Real-Time Order & Delivery Management

- Monitor incoming same-day orders from:
 - E-commerce platforms
 - Retail stores
 - B2B clients
 - Healthcare and pharmacy networks
- Prioritize orders based on cut-off times, service levels, and delivery windows.
- Assign and dispatch couriers in real time.

B. Courier & Driver Coordination

- Communicate with:
 - In-house couriers
 - Third-party delivery partners
 - Gig-economy riders
- Provide route instructions, pickup details, and delivery updates.
- Ensure couriers follow safety, handling, and customer-service standards.

C. Route Optimization & Dispatch Planning

- Use routing tools to:
 - Optimize delivery routes
 - Reduce travel time
 - Minimize failed deliveries
 - Balance courier workloads



- Adjust routes dynamically based on traffic, weather, or delays.

D. Exception & Incident Management

- Respond immediately to:
 - Failed pickups
 - Customer not available
 - Traffic disruptions
 - Vehicle breakdowns
 - Address issues
- Implement recovery actions to protect SLA performance.
- Escalate critical incidents to supervisors or managers.

E. Customer & Stakeholder Communication

- Provide real-time updates to:
 - Customer service teams
 - Retail stores
 - E-commerce operations
 - End customers (where applicable)
- Support delivery-related inquiries and issue resolution.
- Ensure a smooth and transparent customer experience.

F. Carrier & Partner Coordination

- Liaise with:
 - Local courier companies
 - Same-day delivery platforms
 - Micro-fulfillment centers
 - Dark stores
- Ensure partner compliance with service-level agreements.

G. Data Accuracy & System Management

- Maintain accurate data in:
 - Delivery management systems
 - OMS/WMS platforms



- Courier apps
- Track delivery milestones and update statuses in real time.

H. Performance Monitoring & Reporting

- Track KPIs such as:
 - On-time delivery rate
 - First-attempt success rate
 - Courier productivity
 - Exception rate
 - Customer satisfaction
- Provide daily/weekly performance reports.
- Identify trends and improvement opportunities.

I. Continuous Improvement

- Suggest improvements to:
 - Routing logic
 - Courier allocation
 - Packaging and pickup processes
 - Customer communication workflows
- Support Lean and Kaizen initiatives in last-mile operations.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Business, or related field.
- Preferred certifications:
 - Last-mile logistics training
 - Dispatch or fleet-management certification
 - Lean / Six Sigma (beneficial)

Experience

- 1–4+ years in last-mile delivery, dispatching, courier operations, or e-commerce fulfillment.
- Experience with real-time operations and customer-facing environments.



4. Skills & Competencies

Technical Skills

- Strong understanding of last-mile and same-day delivery workflows.
- Proficiency with routing, dispatch, and delivery-management systems.
- Knowledge of courier operations and local geography.
- Familiarity with OMS/WMS platforms.

Soft Skills

- High urgency mindset and situational awareness.
- Strong communication and coordination abilities.
- Ability to multitask in fast-paced environments.
- Problem-solving and decision-making capability.
- Customer-centric and service-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Delivery	Same-day SLA compliance, cutoff adherence
Operational Efficiency	Courier utilization, route optimization
Customer Experience	Delivery success rate, complaint rate
Exception Management	Response time, recovery success
Cost Efficiency	Cost per delivery, failed-delivery reduction
Continuous Improvement	Process enhancements implemented

6. Working Conditions

- Fast-paced control-tower or dispatch environment.
- Frequent communication with couriers and customer-service teams.
- May involve shift work, evenings, weekends, or peak-season intensity.
- Requires strong focus and rapid decision-making.

7. Reporting Structure

- Reports to: **Last-Mile Operations Manager / E-Commerce Fulfillment Manager / Dispatch Supervisor**



- Works closely with:
 - Couriers and delivery partners
 - Warehouse and fulfillment teams
 - Customer service
 - Retail stores and micro-fulfillment centers
 - IT and routing-system teams

8. Role Impact

This role directly strengthens:

- Same-day delivery reliability and customer satisfaction
- Real-time operational resilience
- Courier productivity and route efficiency
- Brand reputation in fast-delivery markets
- Continuous improvement in last-mile logistics



7.49. Returns & Reverse Logistics Specialist

(Reverse Flow Management • Returns Processing • Refurb/Repair Coordination • Customer Experience • Cost Recovery)

1. Role Purpose

The Returns & Reverse Logistics Specialist manages the **end-to-end returns lifecycle**, ensuring efficient processing, accurate dispositioning, and cost-effective recovery of returned products.

The role safeguards customer satisfaction while minimizing waste, maximizing resale value, and optimizing reverse-flow operations.

This position acts as the **control point** for all reverse logistics activities.

2. Key Responsibilities

A. Returns Intake & Processing

- Receive and validate returned items from:
 - E-commerce customers
 - Retail stores
 - B2B clients
 - Warranty/repair channels
- Inspect items for:
 - Condition
 - Completeness
 - Damage
 - Packaging integrity
- Ensure accurate scanning, labeling, and system updates.

B. Disposition & Decision-Making

- Determine correct disposition path:
 - Restock
 - Refurbish
 - Repair
 - Repackage
 - Recycle



- Liquidate
 - Scrap
- Apply company policies, warranty rules, and marketplace requirements.

C. Reverse Logistics Coordination

- Coordinate reverse flows with:
 - Repair centers
 - Refurbishment partners
 - Recycling vendors
 - Liquidation partners
 - Warranty service providers
- Track items through the reverse-flow lifecycle.

D. Inventory & System Accuracy

- Update inventory levels in:
 - WMS
 - OMS
 - ERP
- Ensure correct SKU, batch, and serial-number tracking.
- Prevent stock discrepancies and mis-posted returns.

E. Customer Experience & Service Support

- Provide return-related support to:
 - Customer service teams
 - Marketplace support channels
- Supply updates on:
 - Refund status
 - Replacement shipments
 - Warranty decisions
- Ensure returns processing aligns with customer expectations and SLAs.

F. Quality Control & Root-Cause Analysis

- Identify recurring return reasons:



- Defects
 - Packaging issues
 - Wrong item shipped
 - Customer misuse
- Provide insights to:
 - Quality teams
 - Product teams
 - Fulfillment operations
- Support corrective and preventive actions.

G. Carrier & Transport Coordination

- Arrange return pickups and inbound transport.
- Track return shipments and resolve exceptions.
- Manage claims for lost or damaged return parcels.

H. Compliance & Sustainability

- Ensure compliance with:
 - Environmental regulations
 - E-waste rules
 - Hazardous-material handling (if applicable)
 - Marketplace return policies
- Support sustainability initiatives such as:
 - Recycling
 - Reuse
 - Circular-economy programs

I. Reporting & Continuous Improvement

- Track KPIs such as:
 - Return rate
 - Processing time
 - Recovery value
 - Refurbishment yield



- Scrap rate
- Identify opportunities to improve:
 - Return workflows
 - Packaging
 - Product quality
 - Customer instructions
- Support Lean and Kaizen initiatives.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Business, or related field.
- Preferred certifications:
 - Reverse logistics training
 - Lean / Six Sigma
 - WMS/OMS system training

Experience

- 2–5+ years in returns processing, reverse logistics, e-commerce fulfillment, or aftermarket operations.
- Experience with inspection, dispositioning, and system accuracy.

4. Skills & Competencies

Technical Skills

- Strong understanding of reverse logistics and returns workflows.
- Proficiency with WMS, OMS, and ERP systems.
- Knowledge of refurb/repair processes and sustainability practices.
- Familiarity with packaging, quality inspection, and carrier requirements.

Soft Skills

- High attention to detail and accuracy.
- Strong communication and coordination abilities.
- Analytical and problem-solving mindset.
- Ability to work in fast-paced, high-volume environments.



- Customer-centric and quality-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Processing Efficiency	Returns processed per hour, turnaround time
Accuracy	Disposition accuracy, inventory accuracy
Recovery Value	Refurb yield, resale value, scrap reduction
Customer Experience	Refund speed, complaint rate
Sustainability	Recycling rate, waste reduction
Continuous Improvement	Process enhancements implemented

6. Working Conditions

- Warehouse and office environments.
- Frequent handling of returned goods, packaging, and inspection tools.
- Requires PPE in operational areas.
- Peak-season intensity (e.g., post-holiday returns).

7. Reporting Structure

- Reports to: **Reverse Logistics Manager / Fulfillment Operations Manager / Supply Chain Manager**
- Works closely with:
 - Customer service
 - Quality teams
 - Warehouse operations
 - Repair/refurb partners
 - Carriers and transport providers
 - Sustainability and compliance teams

8. Role Impact

This role directly strengthens:

- Customer satisfaction and brand loyalty
- Cost recovery and margin protection



- Inventory accuracy and operational efficiency
- Sustainability and circular-economy performance
- Quality improvement and product reliability

7.50. Marketplace Logistics Manager

(Marketplace Operations • Fulfillment Strategy • Carrier Management • Inventory Accuracy • SLA & Performance Management)

1. Role Purpose

The Marketplace Logistics Manager oversees all logistics activities related to marketplace sales channels, ensuring **fast, accurate, and cost-efficient fulfillment** across multiple platforms.

The role drives marketplace performance by optimizing inventory availability, fulfillment workflows, carrier performance, and customer delivery experience.

This position acts as the **logistics command center** for marketplace-driven growth.

2. Key Responsibilities

A. Marketplace Fulfillment Strategy & Execution

- Lead logistics operations for:
 - Amazon FBA/FBM
 - Zalando ZFS
 - eBay Managed Delivery
 - Walmart Marketplace
 - Shopify and multi-marketplace OMS platforms
- Ensure compliance with marketplace SLAs, packaging rules, and delivery standards.
- Optimize fulfillment models (FBA vs FBM, ZFS vs in-house, hybrid setups).

B. Inventory Planning & Availability Management

- Maintain optimal stock levels across:
 - Fulfillment centers
 - Marketplace warehouses
 - 3PL partners
- Prevent overselling, stockouts, and backorders.



- Coordinate replenishment and inbound shipments to marketplace FCs.

C. Carrier & Last-Mile Performance Management

- Manage relationships with:
 - Postal carriers
 - Courier services
 - Same-day delivery partners
 - Cross-border carriers
- Monitor delivery performance, transit times, and exceptions.
- Resolve carrier issues impacting marketplace metrics.

D. Order Flow & Systems Management

- Oversee order flow across:
 - OMS
 - WMS
 - Marketplace dashboards
 - Shipping platforms
- Ensure accurate order routing, batching, and label generation.
- Troubleshoot system errors and coordinate with IT.

E. Returns & Reverse Logistics Oversight

- Manage marketplace returns according to:
 - Amazon return rules
 - Zalando quality standards
 - Platform-specific refund policies
- Optimize refurb, restock, and liquidation workflows.
- Reduce return-related costs and improve recovery value.

F. SLA Compliance & Performance Optimization

- Monitor marketplace KPIs such as:
 - On-time delivery
 - Order defect rate (ODR)
 - Late shipment rate



- Cancellation rate
- Return dissatisfaction rate
- Inventory accuracy
- Implement corrective actions to protect seller ratings and buy-box eligibility.

G. Cross-Border & International Logistics

- Manage cross-border flows including:
 - Customs documentation
 - Duties & taxes (DDP/DDU)
 - IOSS compliance
 - International carrier performance
- Optimize global delivery times and cost structures.

H. Vendor, 3PL & Partner Management

- Manage relationships with:
 - 3PL fulfillment centers
 - Marketplace account managers
 - Packaging suppliers
 - Tech and integration partners
- Conduct performance reviews and negotiate service levels.

I. Customer Experience & Issue Resolution

- Support customer service teams with:
 - Delivery updates
 - Lost/damaged shipment claims
 - Return disputes
 - Marketplace escalations
- Ensure logistics operations protect brand reputation.

J. Continuous Improvement & Cost Optimization

- Identify opportunities to improve:
 - Pick/pack efficiency
 - Carrier mix



- Packaging cost
 - Inventory placement
 - Marketplace compliance
- Lead Lean and Kaizen initiatives in fulfillment operations.

3. Required Qualifications & Experience

Education

- Degree in Logistics, Supply Chain, Business, E-Commerce, or related field.
- Preferred certifications:
 - Marketplace operations training (Amazon, Zalando, etc.)
 - Lean / Six Sigma
 - WMS/OMS system training

Experience

- 4–8+ years in e-commerce logistics, marketplace operations, or fulfillment management.
- Experience with multi-marketplace environments and 3PL coordination.
- Strong background in SLA-driven, high-volume operations.

4. Skills & Competencies

Technical Skills

- Deep understanding of marketplace logistics and fulfillment workflows.
- Proficiency with OMS, WMS, and marketplace dashboards.
- Knowledge of carrier networks, cross-border logistics, and customs.
- Strong analytical skills for KPI monitoring and forecasting.

Soft Skills

- Strong communication and stakeholder-management abilities.
- High attention to detail and operational discipline.
- Ability to manage fast-paced, high-pressure environments.
- Problem-solving and decision-making capability.
- Customer-centric and performance-driven mindset.

5. Key Performance Indicators (KPIs)



KPI Category	Example Metrics
Marketplace Performance	ODR, late shipment rate, cancellation rate
Fulfillment Efficiency	Pick/pack productivity, cost per order
Inventory Accuracy	Oversell rate, stock discrepancy rate
Delivery Performance	On-time delivery, first-attempt success
Returns Performance	Return rate, recovery value
Continuous Improvement	Cost savings, process enhancements

6. Working Conditions

- Fast-paced e-commerce and fulfillment environment.
- Frequent coordination with warehouses, carriers, and marketplace teams.
- May involve peak-season intensity (e.g., Black Friday, holiday periods).
- Hybrid office/warehouse presence depending on the organization.

7. Reporting Structure

- Reports to: **Head of E-Commerce Logistics / Fulfillment Operations Manager / Supply Chain Director**
- Works closely with:
 - Marketplace operations teams
 - Warehouse & fulfillment teams
 - Customer service
 - Carrier partners
 - IT and integration teams
 - Finance and commercial teams

8. Role Impact

This role directly strengthens:

- Marketplace seller performance and buy-box competitiveness
- Delivery speed, accuracy, and customer satisfaction
- Inventory reliability and operational efficiency
- Cost control and logistics scalability



- Brand reputation across global marketplaces



7.51. Cross-Border E-Commerce Specialist

(International Shipping • Customs & Duties • Marketplace Compliance • Cross-Border Delivery • Global Fulfillment)

1. Role Purpose

The Cross-Border E-Commerce Specialist manages and optimizes all logistics, customs, and operational processes required to deliver online orders across international borders.

The role ensures **fast, compliant, cost-efficient, and customer-friendly** cross-border delivery while maintaining marketplace performance and regulatory accuracy.

This position acts as the **operational and compliance anchor** for global e-commerce flows.

2. Key Responsibilities

A. Cross-Border Order & Shipment Management

- Coordinate international shipments for:
 - D2C e-commerce
 - Global marketplaces (Amazon, eBay, AliExpress, etc.)
 - Cross-border B2C and B2B flows
- Ensure correct routing, documentation, and carrier selection.
- Monitor transit milestones and resolve delays or customs holds.

B. Customs, Duties & Regulatory Compliance

- Prepare and validate:
 - Commercial invoices
 - HS codes
 - Country-of-origin declarations
 - IOSS, VAT, GST documentation
 - DDP/DDU shipping instructions
- Ensure compliance with:
 - EU customs rules
 - US CBP regulations
 - UK post-Brexit requirements
 - Asia-Pacific import/export rules



- Prevent clearance delays and regulatory penalties.

C. Marketplace Cross-Border Operations

- Manage cross-border requirements for:
 - Amazon Global Selling
 - eBay Global Shipping Program
 - Zalando Partner Program
 - Shopify Markets
- Ensure compliance with platform-specific rules for:
 - Duties & taxes
 - Delivery promises
 - Packaging
 - Returns
 - Product restrictions

D. Carrier & Cross-Border Network Coordination

- Work with:
 - Postal networks
 - Cross-border couriers
 - Line-haul providers
 - Customs brokers
 - 3PL fulfillment centers
- Optimize carrier mix for cost, speed, and reliability.
- Resolve exceptions such as:
 - Lost parcels
 - Customs rejections
 - Incorrect declarations

E. International Returns & Reverse Logistics

- Manage cross-border returns flows.
- Coordinate with:
 - Local return hubs



- Consolidation centers
- Refurbishment partners
- Ensure correct refund, restock, or disposal processes.

F. Duty, Tax & Cost Optimization

- Analyze:
 - Duty rates
 - VAT/GST impacts
 - DDP vs DDU cost structures
 - Carrier surcharges
- Recommend cost-saving strategies without compromising delivery speed.

G. Customer Experience & Issue Resolution

- Support customer service teams with:
 - Customs delays
 - Delivery exceptions
 - Duty/tax disputes
 - Lost or damaged shipments
- Provide clear, customer-friendly explanations of cross-border processes.

H. Data Accuracy & Systems Management

- Maintain accurate data in:
 - OMS
 - WMS
 - Marketplace dashboards
 - Shipping platforms
- Ensure correct HS codes, product attributes, and customs data.

I. Reporting & Continuous Improvement

- Track KPIs such as:
 - On-time international delivery
 - Customs clearance success rate
 - Duty/tax accuracy



- Carrier performance
 - Return rate
- Identify opportunities to improve:
 - Documentation accuracy
 - Carrier routing
 - Marketplace compliance
 - Customer communication

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, International Trade, Supply Chain, or related field.
- Preferred certifications:
 - Customs compliance training
 - IOSS/VAT training
 - International trade or export-control certification
 - Lean / Six Sigma (beneficial)

Experience

- 2–6+ years in cross-border e-commerce, international logistics, or customs operations.
- Experience with marketplaces, global carriers, and customs documentation.

4. Skills & Competencies

Technical Skills

- Strong understanding of cross-border logistics and customs processes.
- Knowledge of HS codes, duties, VAT/IOSS, and import/export rules.
- Proficiency with OMS, WMS, and shipping platforms.
- Familiarity with marketplace cross-border programs.

Soft Skills

- High attention to detail and accuracy.
- Strong communication and coordination abilities.
- Analytical and problem-solving mindset.



- Ability to manage fast-paced, multi-country operations.
- Customer-centric and compliance-driven approach.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Delivery Performance	On-time international delivery, transit time
Customs Compliance	Clearance success rate, HS code accuracy
Cost Efficiency	Duty/tax optimization, carrier cost per order
Marketplace Performance	Late shipment rate, cancellation rate
Customer Experience	Complaint rate, resolution time
Continuous Improvement	Process enhancements implemented

6. Working Conditions

- Fast-paced e-commerce and international logistics environment.
- Frequent coordination with carriers, customs brokers, and marketplace teams.
- May involve peak-season intensity (e.g., holiday periods).
- Hybrid office/warehouse presence depending on the organization.

7. Reporting Structure

- Reports to: **Cross-Border Logistics Manager / E-Commerce Logistics Manager / Supply Chain Manager**
- Works closely with:
 - Marketplace operations
 - Fulfillment centers
 - Customs brokers
 - Carriers and 3PLs
 - Customer service
 - Finance and tax teams

8. Role Impact

This role directly strengthens:

- Global delivery reliability and customer satisfaction



- Marketplace performance and international growth
- Customs compliance and regulatory accuracy
- Cost efficiency across cross-border flows
- Brand reputation in global e-commerce markets

Humanitarian & Relief Logistics

Daniel, this one is powerful — and it deserves the same dignity, clarity, and operational depth as your aviation, maritime, secure-cargo, and emergency-response chapters.

7.52. Humanitarian Logistics Coordinator

(Emergency Response • Relief Supply Chain • Field Operations • Last-Mile Delivery • Donor Compliance)

1. Role Purpose

The Humanitarian Logistics Coordinator ensures the **timely, safe, and accountable delivery of life-saving supplies** to crisis-affected populations.

The role manages end-to-end logistics operations across procurement, warehousing, transport, distribution, and field coordination — often in **high-risk, resource-constrained, and rapidly changing environments**.

This position acts as the **operational backbone** of humanitarian response.

2. Humanitarian & Relief Logistics Specialties

These are the **core specialty domains** that define excellence in humanitarian logistics.

A. Emergency Response Supply Chain

- Rapid mobilization of relief items (shelter kits, WASH supplies, food, medical items).
- Activation of emergency procurement and fast-track sourcing.
- Coordination with emergency operations centers (EOCs) and cluster systems.

B. Last-Mile Delivery in Challenging Environments

- Delivery to remote, insecure, or infrastructure-damaged areas.
- Use of multimodal transport:
 - Air drops
 - Helicopter lifts
 - Off-road convoys
 - Riverine transport



- Human porters
- Negotiation of humanitarian access with local authorities.

C. Humanitarian Warehousing & Cold Chain

- Management of:
 - Emergency stockpiles
 - Mobile storage units (MSUs)
 - Temporary field warehouses
 - Cold chain for vaccines and medical supplies
- Implementation of FEFO, batch/lot, and temperature-control procedures.

D. Procurement & Donor Compliance

- Procurement aligned with:
 - USAID/BHA
 - ECHO
 - DFID/FCDO
 - UN agencies
 - NGO frameworks
- Documentation for audits, donor reporting, and compliance checks.

E. Humanitarian Transport & Fleet Management

- Coordination of:
 - Relief convoys
 - Humanitarian air services
 - 4x4 fleet operations
 - Fuel management
- Implementation of fleet safety and movement-tracking protocols.

F. Humanitarian Access & Security Coordination

- Route risk assessments in conflict or disaster zones.
- Coordination with security teams for safe movement.
- Adherence to humanitarian principles (neutrality, impartiality, independence).

G. Distribution Planning & Beneficiary Management



- Planning and executing:
 - General food distributions
 - NFI distributions
 - Cash-based interventions (CBI)
- Ensuring accountability to affected populations (AAP).

H. Coordination with Humanitarian Architecture

- Participation in:
 - Logistics Cluster
 - Health Cluster
 - Shelter/NFI Cluster
 - Inter-agency coordination meetings
- Liaison with UN agencies, NGOs, government bodies, and donors.

I. Monitoring, Reporting & Accountability

- Tracking KPIs such as:
 - Delivery lead times
 - Stock accuracy
 - Distribution coverage
 - Loss/damage rates
- Ensuring transparency and audit readiness.

3. Full Role Responsibilities

A. Supply Chain Planning & Execution

- Plan and manage end-to-end humanitarian supply chains.
- Forecast needs based on assessments and program plans.
- Maintain emergency stock levels and replenishment cycles.

B. Procurement & Supplier Management

- Source relief items locally, regionally, or internationally.
- Conduct supplier evaluations and ensure ethical procurement.
- Manage tendering, contracting, and documentation.

C. Warehouse & Inventory Management



- Oversee receiving, storage, kitting, and dispatch of relief items.
- Implement stock controls, cycle counts, and reporting.
- Ensure proper handling of medical and perishable items.

D. Transport & Distribution Coordination

- Plan transport routes and delivery schedules.
- Coordinate with drivers, transporters, and field teams.
- Ensure safe, accountable, and equitable distribution.

E. Field Operations Support

- Deploy to field locations during emergencies.
- Set up temporary logistics bases and MSUs.
- Train local staff and volunteers.

F. Compliance, Documentation & Reporting

- Maintain audit-ready records for donors and HQ.
- Ensure compliance with humanitarian standards (Sphere, CHS).
- Prepare logistics reports, dashboards, and distribution summaries.

G. Risk Management & Security

- Conduct risk assessments for routes, warehouses, and suppliers.
- Implement mitigation measures in coordination with security teams.
- Ensure staff safety during field operations.

H. Continuous Improvement

- Identify bottlenecks and propose process improvements.
- Support digitalization (tracking tools, mobile data collection).
- Promote sustainability and local capacity building.

4. Required Qualifications & Experience

Education

- Degree in Logistics, Supply Chain, Humanitarian Studies, International Development, or related field.
- Preferred certifications:
 - Humanitarian Logistics Certification (CILT, Fritz Institute)



- Sphere Standards
- CHS (Core Humanitarian Standard)
- Security or access-coordination training

Experience

- 3–7+ years in humanitarian logistics, emergency response, or field operations.
- Experience in conflict zones, disaster response, or low-infrastructure environments.
- Strong background in donor compliance and humanitarian supply chains.

5. Skills & Competencies

Technical Skills

- Deep understanding of humanitarian supply chains and cluster systems.
- Knowledge of customs, importation, and humanitarian exemptions.
- Proficiency with humanitarian logistics tools (LogFrame, LMIS, UNHAS systems).
- Strong grasp of cold chain, fleet management, and warehousing.

Soft Skills

- High resilience and adaptability.
- Strong communication and cross-cultural coordination.
- Problem-solving in high-pressure, resource-limited environments.
- Integrity, neutrality, and commitment to humanitarian principles.

6. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Delivery Performance	Lead time to field sites, on-time delivery
Stock Accuracy	Inventory variance, loss/damage rate
Distribution Quality	Coverage, beneficiary satisfaction
Compliance	Donor audit results, documentation accuracy
Cost Efficiency	Transport cost per MT, warehouse utilization
Emergency Response	Mobilization speed, setup time for MSUs

7. Working Conditions



- Field deployments to crisis-affected areas.
- Exposure to harsh environments, conflict zones, or natural disasters.
- Long hours during emergency response phases.
- Coordination with multicultural teams and local communities.

8. Reporting Structure

- Reports to: **Humanitarian Logistics Manager / Country Logistics Lead / Emergency Response Manager**
- Works closely with:
 - Program teams
 - Procurement & finance
 - Security teams
 - UN agencies and NGOs
 - Local authorities and communities

9. Role Impact

This role directly strengthens:

- Life-saving delivery of humanitarian assistance
- Accountability to affected populations
- Donor confidence and program credibility
- Operational resilience in emergencies
- Local capacity building and long-term recovery



7.53. Disaster Relief Supply Chain Specialist

(Emergency Supply Chain • Rapid Response • Humanitarian Logistics • Field Operations • Donor Compliance)

1. Role Purpose

The Disaster Relief Supply Chain Specialist manages the **end-to-end supply chain for emergency and disaster-response operations**, ensuring that critical relief items reach affected populations **fast, safely, and in full compliance** with humanitarian standards and donor requirements.

This position acts as the **technical backbone** of disaster-relief logistics, bridging procurement, warehousing, transport, field distribution, and inter-agency coordination.

2. Key Responsibilities

A. Emergency Supply Chain Planning & Activation

- Support rapid mobilization of relief items during:
 - Earthquakes
 - Floods
 - Cyclones/hurricanes
 - Conflict-induced displacement
 - Epidemics and public-health emergencies
- Activate emergency procurement and fast-track sourcing.
- Coordinate with Emergency Operations Centers (EOCs) and cluster systems.

B. Procurement & Supplier Coordination

- Source relief items locally, regionally, or internationally.
- Ensure compliance with donor procurement rules (USAID/BHA, ECHO, FCDO, UN).
- Manage tendering, contracting, and supplier performance.
- Maintain emergency vendor lists and framework agreements.

C. Humanitarian Warehousing & Inventory Management

- Manage:
 - Emergency stockpiles
 - Mobile storage units (MSUs)
 - Temporary field warehouses



- Cold chain for medical supplies
- Ensure FEFO/lot tracking, stock accuracy, and audit-ready documentation.
- Oversee kitting of shelter, WASH, and NFI kits.

D. Transport, Fleet & Last-Mile Delivery

- Plan and coordinate multimodal transport:
 - Airlifts
 - Humanitarian air services
 - Convoys
 - Off-road vehicles
 - Riverine or coastal transport
- Conduct route risk assessments and movement tracking.
- Ensure safe and accountable last-mile delivery in challenging environments.

E. Customs, Importation & Regulatory Compliance

- Manage customs clearance for relief cargo.
- Apply humanitarian exemptions and fast-track procedures.
- Coordinate with customs brokers, UN agencies, and government authorities.
- Ensure compliance with export controls and medical-supply regulations.

F. Field Distribution & Beneficiary Support

- Support planning and execution of:
 - General food distributions
 - NFI distributions
 - Shelter kit distributions
 - Cash-based interventions (CBI)
- Ensure accountability to affected populations (AAP).
- Monitor distribution quality and coverage.

G. Inter-Agency Coordination

- Participate in:
 - Logistics Cluster
 - Shelter/NFI Cluster



- Health Cluster
- Inter-agency coordination meetings
- Liaise with UN agencies, NGOs, government bodies, and donors.

H. Data, Reporting & Accountability

- Maintain accurate data in:
 - LMIS
 - WMS/ERP
 - Distribution tracking tools
- Produce logistics dashboards, stock reports, and donor-compliant documentation.
- Track KPIs such as lead times, stock accuracy, and distribution coverage.

I. Risk Management & Security Coordination

- Conduct risk assessments for routes, warehouses, and suppliers.
- Implement mitigation measures in coordination with security teams.
- Ensure staff safety during field operations.

J. Continuous Improvement & Capacity Building

- Identify bottlenecks and propose process improvements.
- Support digitalization (tracking tools, mobile data collection).
- Train local staff, volunteers, and partners in humanitarian logistics.

3. Required Qualifications & Experience

Education

- Degree in Logistics, Supply Chain, Humanitarian Studies, International Development, or related field.
- Preferred certifications:
 - Humanitarian Logistics Certification (CILT, Fritz Institute)
 - Sphere Standards
 - CHS (Core Humanitarian Standard)
 - Security or access-coordination training

Experience



- 3–7+ years in humanitarian logistics, emergency response, or disaster-relief supply chains.
- Experience in conflict zones, natural disasters, or low-infrastructure environments.
- Strong background in donor compliance and emergency procurement.

4. Skills & Competencies

Technical Skills

- Deep understanding of humanitarian supply chains and cluster systems.
- Knowledge of customs, importation, and humanitarian exemptions.
- Proficiency with LMIS, WMS, and emergency-response tools.
- Strong grasp of cold chain, fleet management, and warehousing.

Soft Skills

- High resilience and adaptability.
- Strong communication and cross-cultural coordination.
- Problem-solving in high-pressure, resource-limited environments.
- Integrity, neutrality, and commitment to humanitarian principles.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Delivery Performance	Lead time to field sites, on-time delivery
Stock Accuracy	Inventory variance, loss/damage rate
Distribution Quality	Coverage, beneficiary satisfaction
Compliance	Donor audit results, documentation accuracy
Cost Efficiency	Transport cost per MT, warehouse utilization
Emergency Response	Mobilization speed, MSU setup time

6. Working Conditions

- Field deployments to disaster-affected areas.
- Exposure to harsh environments, conflict zones, or natural disasters.
- Long hours during emergency response phases.
- Coordination with multicultural teams and local communities.



7. Reporting Structure

- Reports to: **Emergency Logistics Manager / Humanitarian Supply Chain Manager / Country Logistics Lead**
- Works closely with:
 - Program teams
 - Procurement & finance
 - Security teams
 - UN agencies and NGOs
 - Local authorities and communities

8. Role Impact

This role directly strengthens:

- Speed and effectiveness of disaster-relief operations
- Accountability to affected populations
- Donor confidence and program credibility
- Operational resilience in emergencies
- Local capacity building and long-term recovery



7.54. NGO Logistics Officer

(Procurement • Warehousing • Transport • Field Support • Compliance • Humanitarian Supply Chain)

1. Role Purpose

The NGO Logistics Officer supports the **planning, execution, and monitoring** of logistics operations across procurement, warehousing, fleet, transport, and asset management.

The role ensures that programs receive the goods and services they need **on time, in full, and in compliance** with donor and organizational standards.

This position acts as the **day-to-day operational backbone** of NGO logistics.

2. Key Responsibilities

A. Procurement & Supplier Management

- Conduct procurement in line with:
 - NGO procurement policies
 - Donor rules (USAID/BHA, ECHO, FCDO, UN)
- Prepare RFQs, bid analyses, purchase orders, and contracts.
- Maintain supplier databases and framework agreements.
- Ensure ethical, transparent, and audit-ready procurement.

B. Warehousing & Inventory Management

- Manage receiving, storage, and dispatch of:
 - Relief items
 - Program supplies
 - Medical items
 - Office and operational materials
- Maintain stock cards, bin cards, and digital inventory systems.
- Conduct cycle counts and ensure FEFO/lot tracking where required.
- Ensure warehouse safety, cleanliness, and security.

C. Transport & Fleet Coordination

- Arrange transport for:
 - Field distributions



- Program deliveries
 - Staff movements
 - Inter-office transfers
- Manage NGO fleet:
 - Vehicle scheduling
 - Fuel management
 - Maintenance planning
 - Logbook and GPS tracking
- Ensure compliance with fleet safety protocols.

D. Asset & Equipment Management

- Maintain asset registers and tagging.
- Track laptops, radios, generators, medical equipment, and other assets.
- Support disposal processes in line with donor rules.

E. Field Operations & Program Support

- Support field teams with:
 - Distribution planning
 - Movement coordination
 - Temporary storage setup
 - Local procurement
- Deploy to field sites during distributions or emergency response.
- Train field staff and partners on logistics procedures.

F. Compliance, Documentation & Reporting

- Maintain audit-ready documentation for:
 - Procurement
 - Transport
 - Inventory
 - Assets
- Ensure compliance with:
 - Sphere Standards



- CHS (Core Humanitarian Standard)
 - Donor regulations
- Prepare weekly/monthly logistics reports.

G. Coordination & Communication

- Liaise with:
 - Program teams
 - Finance
 - Security
 - Suppliers
 - Transporters
 - Government authorities
- Participate in logistics coordination meetings.

H. Risk Management & Security

- Conduct route and supplier risk assessments.
- Ensure safe movement of staff and goods.
- Report incidents and support mitigation measures.

I. Continuous Improvement

- Identify bottlenecks and propose process improvements.
- Support digitalization (LMIS, mobile data collection).
- Promote sustainability and local capacity building.

3. Required Qualifications & Experience

Education

- Degree in Logistics, Supply Chain, Business, Humanitarian Studies, or related field.
- Preferred certifications:
 - Humanitarian Logistics Certification (CILT, Fritz Institute)
 - Procurement or supply-chain training
 - Sphere/CHS training

Experience



- 2–5+ years in NGO logistics, humanitarian supply chains, or field operations.
- Experience in procurement, warehousing, and transport coordination.
- Experience in emergency or low-infrastructure environments is an advantage.

4. Skills & Competencies

Technical Skills

- Strong understanding of NGO logistics and donor compliance.
- Knowledge of procurement, warehousing, fleet, and asset management.
- Proficiency with LMIS, WMS, ERP, and Microsoft Office.
- Understanding of humanitarian principles and standards.

Soft Skills

- Strong communication and cross-cultural coordination.
- High attention to detail and documentation discipline.
- Problem-solving in fast-paced, resource-limited environments.
- Integrity, neutrality, and commitment to humanitarian values.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Procurement Performance	Lead time, compliance rate
Stock Accuracy	Inventory variance, loss/damage rate
Transport Efficiency	On-time deliveries, fleet utilization
Compliance	Audit findings, documentation accuracy
Program Support	Timeliness of deliveries, field satisfaction
Continuous Improvement	Process enhancements implemented

6. Working Conditions

- Office and warehouse environments.
- Regular travel to field sites, sometimes in challenging conditions.
- Long hours during emergency response phases.
- Coordination with multicultural teams and local communities.

7. Reporting Structure



- Reports to: **Logistics Coordinator / Logistics Manager / Operations Manager**
- Works closely with:
 - Program teams
 - Procurement & finance
 - Security teams
 - Suppliers and transporters
 - Government and community stakeholders

8. Role Impact

This role directly strengthens:

- Program delivery and operational continuity
- Accountability to donors and affected populations
- Supply-chain resilience in humanitarian contexts
- Local capacity building and responsible resource management
- Organizational credibility and emergency-response readiness



7.55. Field Logistics Manager

(Field Operations • Humanitarian Supply Chain • Emergency Response • Procurement • Fleet & Warehouse Management)

1. Role Purpose

The Field Logistics Manager leads and oversees all logistics operations at the field level, ensuring **timely, compliant, and efficient** delivery of goods, services, and support to program teams and crisis-affected populations.

The role ensures operational continuity in **remote, insecure, or resource-constrained environments**, acting as the **logistics authority** for the field office.

2. Key Responsibilities

A. Field Supply Chain Leadership

- Lead end-to-end logistics operations for the field office, including:
 - Procurement
 - Warehousing
 - Transport
 - Fleet
 - Assets
 - Facilities
- Ensure alignment with HQ logistics policies and donor requirements.
- Provide strategic input to field-level planning and emergency response.

B. Procurement & Supplier Management

- Oversee local procurement in compliance with:
 - NGO procurement policies
 - Donor regulations (USAID/BHA, ECHO, FCDO, UN)
- Conduct market assessments and supplier evaluations.
- Manage tendering, contracting, and supplier performance.
- Ensure transparent, ethical, and audit-ready procurement processes.

C. Warehouse & Inventory Management

- Supervise field warehouses, MSUs, and temporary storage sites.



- Ensure:
 - Stock accuracy
 - Proper documentation
 - FEFO/lot tracking
 - Safe handling of medical or sensitive items
- Oversee kitting and dispatch of program supplies.

D. Transport, Fleet & Movement Coordination

- Manage field transport operations, including:
 - Relief item deliveries
 - Staff movements
 - Inter-office transfers
- Oversee fleet management:
 - Vehicle scheduling
 - Fuel control
 - Maintenance
 - GPS tracking
- Conduct route risk assessments and ensure safe movement protocols.

E. Field Operations & Program Support

- Support program teams with:
 - Distribution planning
 - Movement coordination
 - Local procurement
 - Temporary warehouse setup
- Deploy to field sites during distributions or emergency response.
- Train field staff and partners in logistics procedures.

F. Asset, Equipment & Facilities Management

- Maintain asset registers and tagging.
- Oversee management of:



- Radios
 - IT equipment
 - Generators
 - Medical devices
- Ensure proper maintenance of field offices, compounds, and storage facilities.

G. Compliance, Documentation & Reporting

- Maintain audit-ready documentation for:
 - Procurement
 - Inventory
 - Transport
 - Assets
- Ensure compliance with:
 - Sphere Standards
 - CHS
 - Donor regulations
- Produce weekly/monthly logistics reports and dashboards.

H. Coordination & Representation

- Liaise with:
 - Local authorities
 - UN agencies
 - NGOs
 - Suppliers
 - Transporters
 - Community leaders
- Participate in logistics cluster or inter-agency coordination meetings.

I. Risk Management & Security

- Conduct risk assessments for:
 - Routes



- Suppliers
- Warehouses
- Field sites
- Implement mitigation measures in coordination with security teams.
- Ensure staff safety during field operations.

J. Team Leadership & Capacity Building

- Supervise logistics officers, warehouse staff, drivers, and support teams.
- Conduct performance reviews and training.
- Build local capacity and promote professional development.

3. Required Qualifications & Experience

Education

- Degree in Logistics, Supply Chain, Humanitarian Studies, Business, or related field.
- Preferred certifications:
 - Humanitarian Logistics Certification (CILT, Fritz Institute)
 - Sphere/CHS training
 - Security or access-coordination training

Experience

- 4–8+ years in humanitarian or NGO logistics, with at least 2 years in a supervisory role.
- Experience in emergency response, remote field operations, or low-infrastructure environments.
- Strong background in procurement, warehousing, and fleet management.

4. Skills & Competencies

Technical Skills

- Strong understanding of humanitarian supply chains and donor compliance.
- Knowledge of procurement, warehousing, fleet, and asset management.
- Proficiency with LMIS, WMS, ERP, and Microsoft Office.
- Understanding of humanitarian principles and cluster systems.



Soft Skills

- Strong leadership and team-management abilities.
- High resilience and adaptability in challenging environments.
- Excellent communication and cross-cultural coordination.
- Problem-solving and decision-making under pressure.
- Integrity, neutrality, and commitment to humanitarian values.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Procurement Performance	Lead time, compliance rate
Stock Accuracy	Inventory variance, loss/damage rate
Transport Efficiency	On-time deliveries, fleet utilization
Program Support	Timeliness of deliveries, field satisfaction
Compliance	Audit findings, documentation accuracy
Team Development	Training delivered, staff performance

6. Working Conditions

- Field-based role in humanitarian or development settings.
- Frequent travel to remote or high-risk areas.
- Exposure to harsh environments, conflict zones, or natural disasters.
- Long hours during emergency response phases.
- Coordination with multicultural teams and local communities.

7. Reporting Structure

- Reports to: **Logistics Coordinator / Operations Manager / Country Logistics Manager**
- Supervises:
 - Logistics Officers
 - Warehouse teams
 - Drivers and fleet staff



- Works closely with:
 - Program teams
 - Finance and procurement
 - Security teams
 - UN agencies and NGOs
 - Local authorities

8. Role Impact

This role directly strengthens:

- Operational continuity in challenging environments
- Accountability to donors and affected populations
- Speed and quality of humanitarian response
- Local capacity building and responsible resource management
- Organizational credibility and field-level resilience



7.56. Emergency Supply Chain Planner

(Contingency Planning • Rapid Mobilization • Scenario Forecasting • Humanitarian Logistics • Crisis Readiness)

1. Role Purpose

The Emergency Supply Chain Planner develops, maintains, and activates **contingency supply-chain plans** that enable rapid, coordinated, and compliant delivery of relief items during emergencies.

The role ensures that the organization is **prepared, resourced, and operationally aligned** to respond to disasters, disease outbreaks, conflict-driven displacement, and other crises.

This position acts as the **strategic brain** of emergency logistics readiness.

2. Key Responsibilities

A. Emergency Supply Chain Preparedness

- Develop and maintain emergency supply-chain plans for:
 - Natural disasters
 - Conflict-related crises
 - Epidemics and public-health emergencies
 - Sudden-onset displacement
- Define supply-chain triggers, activation protocols, and escalation pathways.
- Maintain emergency stockpiles and pre-positioned inventory.

B. Scenario Planning & Forecasting

- Conduct scenario-based forecasting for:
 - Relief item demand
 - Transport capacity
 - Warehouse space
 - Procurement lead times
- Model best-case, worst-case, and most-likely supply-chain scenarios.
- Use data from assessments, early-warning systems, and cluster reports.

C. Rapid Mobilization Planning



- Prepare mobilization plans for:
 - Airlifts
 - Convoys
 - Humanitarian air services
 - Cross-border movements
- Define roles, responsibilities, and timelines for rapid deployment.
- Coordinate with procurement, logistics, and program teams.

D. Procurement & Supplier Readiness

- Maintain emergency vendor lists and framework agreements.
- Ensure suppliers can meet surge demand.
- Support fast-track procurement processes during activation.
- Conduct market assessments for high-risk regions.

E. Warehouse & Stockpile Planning

- Plan capacity for:
 - Mobile storage units (MSUs)
 - Temporary field warehouses
 - Cold chain for medical supplies
- Define stock levels, replenishment cycles, and kitting requirements.
- Ensure audit-ready documentation and donor compliance.

F. Transport & Routing Strategy

- Develop transport strategies for:
 - Remote, insecure, or infrastructure-damaged areas
 - Multimodal delivery (air, road, river, sea)
- Conduct route risk assessments and access mapping.
- Coordinate with fleet, air-operations, and transport partners.

G. Inter-Agency & Cluster Coordination

- Participate in:
 - Logistics Cluster



- Health Cluster
 - Shelter/NFI Cluster
 - Inter-agency contingency planning
- Align plans with UN agencies, NGOs, and government bodies.

H. Data, Reporting & Early-Warning Analysis

- Maintain dashboards for:
 - Stock levels
 - Lead times
 - Supplier readiness
 - Transport capacity
- Monitor early-warning indicators (weather alerts, conflict trends, disease outbreaks).
- Produce planning reports for leadership and donors.

I. Training & Capacity Building

- Train field teams on:
 - Emergency logistics procedures
 - Activation protocols
 - Stockpile management
 - Rapid-response workflows
- Support simulation exercises and emergency drills.

J. Continuous Improvement

- Conduct after-action reviews (AARs).
- Update contingency plans based on lessons learned.
- Strengthen resilience, redundancy, and supply-chain agility.

3. Required Qualifications & Experience

Education

- Degree in Logistics, Supply Chain, Humanitarian Studies, International Development, or related field.



- Preferred certifications:
 - Humanitarian Logistics Certification (CILT, Fritz Institute)
 - Sphere Standards
 - CHS (Core Humanitarian Standard)
 - Emergency management or disaster-risk-reduction training

Experience

- 3–7+ years in humanitarian logistics, emergency response, or supply-chain planning.
- Experience with scenario planning, forecasting, and contingency design.
- Experience in low-infrastructure or crisis-affected environments is an advantage.

4. Skills & Competencies

Technical Skills

- Strong understanding of humanitarian supply chains and emergency logistics.
- Knowledge of procurement, warehousing, fleet, and transport operations.
- Proficiency with LMIS, WMS, ERP, and forecasting tools.
- Familiarity with cluster systems and donor regulations.

Soft Skills

- Analytical and strategic-thinking capability.
- Strong communication and cross-functional coordination.
- High resilience and adaptability.
- Ability to work under pressure and tight timelines.
- Integrity, neutrality, and commitment to humanitarian principles.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Readiness	Stockpile availability, supplier readiness
Response Speed	Mobilization time, activation efficiency
Forecast Accuracy	Demand prediction accuracy, lead-time variance



KPI Category	Example Metrics
Compliance	Donor audit results, documentation accuracy
Coordination	Cluster participation, inter-agency alignment
Continuous Improvement	AAR implementation, plan updates

6. Working Conditions

- Office and field-deployment environments.
- Occasional travel to crisis-affected areas.
- Long hours during emergency activation phases.
- Coordination with multicultural teams and humanitarian partners.

7. Reporting Structure

- Reports to: **Emergency Logistics Manager / Humanitarian Supply Chain Manager / Country Operations Manager**
- Works closely with:
 - Procurement
 - Warehousing
 - Transport & fleet
 - Program teams
 - Security
 - UN agencies and NGOs

8. Role Impact

This role directly strengthens:

- Speed and effectiveness of emergency response
- Supply-chain resilience and preparedness
- Donor confidence and operational accountability
- Protection of affected populations through timely delivery
- Organizational readiness for future crises



Energy, Mining & Offshore Logistics

7.57. Oil & Gas Logistics Coordinator

(Energy Supply Chain • Offshore & Onshore Logistics • Heavy-Lift • Rig Support • HSE Compliance)

1. Role Purpose

The Oil & Gas Logistics Coordinator manages and executes **end-to-end logistics operations** supporting drilling rigs, offshore platforms, exploration sites, refineries, and remote mining or energy projects.

The role ensures the **safe, compliant, and timely movement** of materials, equipment, personnel, and hazardous goods across challenging environments.

This position acts as the **operational control point** for energy-sector logistics.

2. Energy, Mining & Offshore Logistics Specialties

These are the **core specialty domains** that define excellence in oil, gas, mining, and offshore logistics.

A. Offshore & Rig Logistics

- Coordination of supply-base operations for:
 - Offshore platforms
 - Jack-up rigs
 - Drillships
 - FPSOs
- Management of:
 - Supply vessels
 - Crew boats
 - Helicopter logistics (rotary-wing operations)
- Planning backloads, waste returns, and rig-to-shore movements.

B. Heavy-Lift & Project Cargo

- Handling of:
 - Subsea equipment
 - Drilling tools
 - Casing and tubulars



- Transformers, generators, and heavy modules
- Coordination with heavy-lift cranes, SPMTs, and rigging teams.
- Compliance with lifting plans and engineering requirements.

C. Hazardous Materials & Dangerous Goods

- Management of:
 - Class 1–9 dangerous goods
 - Chemicals and drilling fluids
 - Fuel and lubricants
 - Explosives (where applicable)
- Compliance with:
 - IMDG
 - IATA DGR
 - ADR
 - API/ISO standards
- Documentation, segregation, and safe-handling procedures.

D. Remote & Harsh-Environment Logistics

- Operations in:
 - Deserts
 - Arctic regions
 - Deep-jungle or mountainous terrain
 - Remote mining camps
- Use of:
 - Convoys
 - Ice roads
 - Barges
 - Helicopter sling loads
 - Off-road vehicles

E. Supply-Base & Shore-Base Operations

- Coordination of:



- Laydown yards
 - Pipe yards
 - Mud plants
 - Bulk storage (cement, barite, brine)
- Vessel loading/unloading, manifesting, and backload planning.

F. Personnel Logistics (PAX)

- Crew-change planning for offshore and remote sites.
- Helicopter manifests, check-in, and safety briefings.
- Visa, travel, and rotation-schedule coordination.

G. HSE, Compliance & Permit-to-Work

- Strict adherence to:
 - HSE policies
 - Permit-to-work systems
 - Lifting and rigging standards
 - Environmental regulations
- Incident reporting and participation in safety drills.

H. Vendor, Contractor & 3PL Management

- Coordination with:
 - Transporters
 - Vessel operators
 - Helicopter providers
 - Rigging and heavy-lift contractors
 - Customs brokers
- Performance monitoring and SLA compliance.

3. Full Role Responsibilities

A. Logistics Planning & Execution

- Plan and coordinate daily logistics for drilling, production, and project operations.
- Manage inbound/outbound cargo, equipment, and personnel.



- Ensure accurate manifests, load plans, and documentation.

B. Transport Coordination

- Schedule and track:
 - Trucks
 - Supply vessels
 - Helicopters
 - Heavy-lift equipment
- Monitor transit milestones and resolve delays.

C. Warehouse & Yard Operations

- Oversee receiving, storage, staging, and dispatch.
- Ensure correct handling of tubulars, chemicals, and heavy equipment.
- Maintain accurate inventory and stock levels.

D. Customs & Regulatory Compliance

- Prepare import/export documentation.
- Coordinate with customs brokers and government authorities.
- Ensure compliance with local and international regulations.

E. Cost Control & Reporting

- Track logistics costs and optimize transport efficiency.
- Prepare daily/weekly logistics reports.
- Support budgeting and cost-forecasting activities.

F. Emergency Response Support

- Support emergency logistics for:
 - Oil spills
 - Well-control incidents
 - Medical evacuations
 - Weather-related shutdowns
- Maintain readiness for rapid mobilization.

4. Required Qualifications & Experience

Education



- Degree or diploma in Logistics, Supply Chain, Marine Operations, Engineering, or related field.
- Preferred certifications:
 - OPITO (BOSIET/FOET)
 - IATA DGR / IMDG
 - API/ISO logistics standards
 - HSE certifications

Experience

- 3–7+ years in oil & gas, offshore, mining, or heavy-industry logistics.
- Experience with vessel, helicopter, and heavy-lift coordination.
- Strong background in hazardous-goods handling and compliance.

5. Skills & Competencies

Technical Skills

- Deep understanding of offshore and energy-sector logistics.
- Knowledge of dangerous-goods regulations and HSE standards.
- Proficiency with logistics systems, manifests, and tracking tools.
- Familiarity with heavy-lift, rigging, and marine operations.

Soft Skills

- Strong communication and coordination abilities.
- High situational awareness and safety mindset.
- Ability to work under pressure in fast-changing environments.
- Problem-solving and decision-making capability.
- Team-oriented and culturally adaptable.

6. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Operational Performance	On-time vessel/heli departures, cargo accuracy
Safety & Compliance	HSE incidents, DG compliance rate
Cost Efficiency	Transport cost per ton, demurrage avoidance



KPI Category	Example Metrics
Inventory Accuracy	Yard/warehouse variance, stock availability
Vendor Performance	SLA adherence, delivery reliability
Emergency Readiness	Mobilization speed, response effectiveness

7. Working Conditions

- Offshore, onshore, and remote-site environments.
- Exposure to harsh weather, heavy equipment, and hazardous materials.
- Shift work, rotations, and on-call duties.
- Strict adherence to PPE and HSE protocols.

8. Reporting Structure

- Reports to: **Logistics Supervisor / Supply Chain Manager / Offshore Logistics Lead**
- Works closely with:
 - Drilling & production teams
 - Marine and aviation teams
 - HSE
 - Procurement
 - Contractors and vessel operators
 - Customs and regulatory authorities

9. Role Impact

This role directly strengthens:

- Safe and efficient offshore and onshore operations
- Production continuity and rig uptime
- Compliance with HSE and DG regulations
- Cost-effective and reliable supply-chain performance
- Operational resilience in high-risk environments



7.58. Offshore Supply Chain Specialist

(Offshore Operations • Marine & Aviation Logistics • Procurement • Inventory Control • HSE & Compliance)

1. Role Purpose

The Offshore Supply Chain Specialist manages and optimizes the **end-to-end supply chain** supporting offshore assets such as drilling rigs, platforms, FPSOs, subsea campaigns, and offshore wind installations.

The role ensures **safe, compliant, and efficient** movement of materials, equipment, and personnel across marine, aviation, and onshore supply-base operations.

This position acts as the **operational and analytical backbone** of offshore supply-chain performance.

2. Key Responsibilities

A. Offshore Supply-Chain Planning & Coordination

- Plan and coordinate supply-chain activities for:
 - Drilling campaigns
 - Subsea operations
 - Construction & installation projects
 - Maintenance shutdowns
- Align supply-chain plans with offshore schedules, weather windows, and vessel/heli availability.
- Maintain daily communication with offshore supervisors and OIMs.

B. Procurement & Supplier Management

- Support procurement of:
 - Drilling tools
 - Subsea equipment
 - Chemicals and drilling fluids
 - Spare parts and consumables
- Manage RFQs, purchase orders, and expediting.
- Monitor supplier performance and delivery accuracy.

C. Marine & Aviation Logistics

- Coordinate:



- Supply vessels
 - Crew boats
 - Helicopter flights
 - Backload operations
- Prepare manifests, load plans, and DG declarations.
- Ensure compliance with marine and aviation safety standards.

D. Inventory & Warehouse Management

- Maintain accurate inventory across:
 - Supply bases
 - Laydown yards
 - Offshore warehouses
- Manage stock levels, replenishment cycles, and critical-spares planning.
- Ensure correct handling of tubulars, chemicals, and heavy equipment.

E. Hazardous Materials & Dangerous Goods Compliance

- Ensure safe handling and documentation of:
 - IMDG cargo
 - IATA DGR shipments
 - Chemicals and drilling fluids
 - Explosives (where applicable)
- Verify segregation, packaging, and labeling requirements.

F. Customs, Import/Export & Regulatory Compliance

- Prepare import/export documentation.
- Coordinate with customs brokers and government authorities.
- Ensure compliance with:
 - Local customs laws
 - Offshore safety regulations
 - Environmental requirements

G. Offshore Personnel Logistics (PAX)

- Support crew-change planning and manifesting.



- Coordinate travel, visas, and rotation schedules.
- Ensure compliance with offshore training requirements (e.g., BOSIET).

H. Cost Control & Performance Reporting

- Track logistics and supply-chain costs.
- Monitor KPIs such as:
 - Vessel utilization
 - Inventory accuracy
 - Delivery performance
 - DG compliance
- Prepare daily/weekly supply-chain reports.

I. Emergency Response & Contingency Support

- Support emergency logistics for:
 - Weather shutdowns
 - Well-control incidents
 - Oil spills
 - Medevac operations
- Maintain readiness for rapid mobilization.

3. Required Qualifications & Experience

Education

- Degree or diploma in Supply Chain, Logistics, Marine Operations, Engineering, or related field.
- Preferred certifications:
 - OPITO (BOSIET/FOET)
 - IATA DGR / IMDG
 - API/ISO logistics standards
 - HSE certifications

Experience

- 3–7+ years in offshore, marine, oil & gas, or heavy-industry supply chains.
- Experience with vessel, helicopter, and offshore-base coordination.



- Strong background in hazardous-goods handling and compliance.

4. Skills & Competencies

Technical Skills

- Deep understanding of offshore supply-chain operations.
- Knowledge of marine and aviation logistics.
- Proficiency with ERP, WMS, and logistics-tracking systems.
- Strong grasp of DG regulations and HSE standards.
- Familiarity with heavy-lift, rigging, and subsea operations.

Soft Skills

- Strong communication and coordination abilities.
- High situational awareness and safety mindset.
- Ability to work under pressure and tight operational windows.
- Analytical and problem-solving capability.
- Team-oriented and culturally adaptable.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Operational Performance	On-time vessel/heli departures, delivery accuracy
Safety & Compliance	DG compliance rate, HSE incidents
Inventory Accuracy	Stock variance, critical-spares availability
Cost Efficiency	Transport cost per ton, demurrage avoidance
Supplier Performance	On-time delivery, quality of goods
Emergency Readiness	Mobilization speed, response effectiveness

6. Working Conditions

- Offshore, onshore, and supply-base environments.
- Exposure to harsh weather, heavy equipment, and hazardous materials.
- Shift work, rotations, and on-call duties.
- Strict adherence to PPE and HSE protocols.

7. Reporting Structure



- Reports to: **Offshore Supply Chain Manager / Logistics Supervisor / Marine & Aviation Lead**
- Works closely with:
 - Drilling & production teams
 - Marine and aviation teams
 - HSE
 - Procurement
 - Contractors and vessel operators
 - Customs and regulatory authorities

8. Role Impact

This role directly strengthens:

- Offshore operational continuity and rig uptime
- Safe and compliant movement of materials and personnel
- Cost-effective and reliable supply-chain performance
- HSE excellence and regulatory compliance
- Resilience in high-risk, remote, and weather-dependent environments



7.59. Mining Logistics Planner

(Mine-Site Supply Chain • Heavy Equipment Logistics • Remote Operations • Inventory Planning • HSE Compliance)

1. Role Purpose

The Mining Logistics Planner develops, coordinates, and optimizes the **end-to-end logistics plan** for mining operations, ensuring that equipment, consumables, spare parts, explosives, fuel, and personnel reach the mine site **safely, on time, and cost-effectively**.

This position acts as the **planning and forecasting engine** of mining logistics, enabling production continuity in remote and challenging environments.

2. Key Responsibilities

A. Mine-Site Supply Chain Planning

- Develop daily, weekly, and long-term logistics plans aligned with:
 - Production schedules
 - Maintenance shutdowns
 - Drilling and blasting cycles
 - Seasonal access constraints (rainy season, winter roads)
- Forecast material and equipment needs for all mine departments.

B. Heavy-Equipment & Project Cargo Coordination

- Plan transport of:
 - Excavators, haul trucks, loaders
 - Crushers, conveyors, and processing equipment
 - Modular buildings and camp infrastructure
- Coordinate with heavy-lift contractors, rigging teams, and engineering.

C. Consumables, Fuel & Explosives Planning

- Forecast and plan deliveries of:
 - Diesel and lubricants
 - Tires and wear parts
 - Explosives and blasting accessories
 - Chemicals and reagents for processing plants



- Ensure compliance with DG and HSE regulations.

D. Remote & Harsh-Environment Logistics

- Plan logistics for operations in:
 - Desert regions
 - Arctic/ice-road environments
 - Mountainous terrain
 - Deep-jungle or remote bush areas
- Develop contingency plans for weather disruptions and access closures.

E. Transport & Routing Optimization

- Plan and optimize:
 - Road convoys
 - Rail shipments
 - Barging and river transport
 - Air cargo for urgent parts
- Conduct route risk assessments and coordinate with security teams.

F. Warehouse & Inventory Planning

- Define stock levels for:
 - Critical spares
 - Maintenance parts
 - PPE and safety equipment
 - Processing-plant consumables
- Support warehouse slotting, cycle counts, and replenishment strategies.

G. Supplier & Contractor Coordination

- Liaise with:
 - Transport providers
 - Fuel suppliers
 - Explosives contractors
 - OEM equipment manufacturers
- Monitor supplier performance and delivery reliability.



H. HSE, Compliance & Risk Management

- Ensure logistics plans comply with:
 - Mine-site HSE standards
 - DG regulations (explosives, chemicals, fuels)
 - Environmental requirements
- Conduct risk assessments and implement mitigation measures.

I. Cost Control & Performance Reporting

- Track logistics costs and identify optimization opportunities.
- Monitor KPIs such as:
 - On-time delivery
 - Inventory accuracy
 - Transport utilization
 - Fuel consumption
- Prepare daily/weekly/monthly planning reports.

J. Emergency & Contingency Planning

- Develop plans for:
 - Equipment breakdowns
 - Road closures
 - Fuel shortages
 - Supply-chain disruptions
- Support emergency response logistics when required.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, Mining Engineering, Industrial Engineering, or related field.
- Preferred certifications:
 - Dangerous Goods (DG) handling
 - HSE certifications
 - Project-cargo or heavy-lift training



- Lean / Six Sigma

Experience

- 3–7+ years in mining, heavy-industry, or remote-site logistics planning.
- Experience with heavy equipment, DG materials, and remote-area supply chains.
- Strong background in forecasting, scheduling, and transport planning.

4. Skills & Competencies

Technical Skills

- Strong understanding of mining operations and supply-chain requirements.
- Knowledge of heavy-equipment logistics and DG regulations.
- Proficiency with ERP, WMS, and planning tools.
- Familiarity with rail, road, barge, and air-cargo operations.

Soft Skills

- Strong communication and cross-functional coordination.
- High situational awareness and safety mindset.
- Analytical and problem-solving capability.
- Ability to work under pressure in remote or harsh environments.
- Team-oriented and culturally adaptable.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Operational Performance	On-time delivery, transport utilization
Inventory Accuracy	Stock variance, critical-spares availability
Cost Efficiency	Cost per ton moved, fuel optimization
Safety & Compliance	DG compliance, HSE incidents
Supplier Performance	Delivery reliability, SLA adherence
Planning Quality	Forecast accuracy, schedule adherence

6. Working Conditions

- Mine-site, supply-base, and remote-operations environments.
- Exposure to heavy equipment, dust, noise, and harsh weather.



- Occasional travel to remote or high-risk areas.
- Strict adherence to PPE and HSE protocols.

7. Reporting Structure

- Reports to: **Mining Supply Chain Manager / Logistics Superintendent / Operations Manager**
- Works closely with:
 - Mine operations
 - Maintenance and engineering
 - Procurement
 - Warehouse teams
 - Transport providers
 - HSE and security

8. Role Impact

This role directly strengthens:

- Production continuity and equipment uptime
- Safe and compliant movement of materials and equipment
- Cost-effective and reliable mining supply chains
- Operational resilience in remote and high-risk environments
- Long-term sustainability of mining operations



7.60. Rig Logistics Supervisor

(Offshore Supply Chain • Marine & Aviation Coordination • Rig Support • HSE Compliance • Heavy-Lift & DG Management)

1. Role Purpose

The Rig Logistics Supervisor oversees and coordinates all logistics activities supporting an offshore drilling rig or platform.

The role ensures the **safe, timely, and compliant** movement of materials, equipment, consumables, and personnel between the rig, supply base, vessels, and helicopters.

This position acts as the **operational command point** for rig-side logistics.

2. Key Responsibilities

A. Rig-Side Logistics Coordination

- Lead daily logistics operations for:
 - Drilling campaigns
 - Workovers and completions
 - Subsea operations
 - Maintenance shutdowns
- Maintain constant communication with:
 - OIM (Offshore Installation Manager)
 - Drilling supervisors
 - Marine and aviation teams
 - Supply-base operations

B. Marine Logistics (Vessels & Backloads)

- Coordinate:
 - Supply vessels
 - Standby vessels
 - Anchor-handling tug supply (AHTS) vessels
- Prepare and validate:
 - Cargo manifests
 - Load plans
 - Backload lists



- Ensure correct segregation of:
 - Hazardous materials
 - Waste streams
 - Bulk cargo (cement, barite, brine)

C. Aviation Logistics (Helicopters & Crew Changes)

- Manage helicopter operations including:
 - Passenger manifests
 - Weight & balance
 - Luggage and cargo checks
 - Safety briefings
- Coordinate crew changes and emergency medevac readiness.

D. Heavy-Lift & Deck Management

- Supervise crane operations and deck crews.
- Ensure compliance with:
 - Lifting plans
 - Rigging standards
 - Load-path safety
- Optimize deck layout for safe and efficient cargo handling.

E. Dangerous Goods & Hazardous Materials

- Oversee handling of:
 - IMDG cargo
 - Chemicals and drilling fluids
 - Fuel and lubricants
 - Explosives (where applicable)
- Verify documentation, labeling, and segregation.

F. Inventory & Material Control

- Track rig-side inventory of:
 - Drilling tools
 - Tubulars



- Spare parts
 - Consumables
 - PPE and safety equipment
- Coordinate replenishment with supply-base and procurement teams.

G. Waste Management & Environmental Compliance

- Manage backload of:
 - Drill cuttings
 - Waste oil
 - Hazardous waste
 - Scrap materials
- Ensure compliance with environmental regulations and company policies.

H. HSE Leadership & Compliance

- Enforce:
 - Permit-to-work systems
 - PPE requirements
 - Lifting and rigging standards
 - Marine and aviation safety rules
- I participate in toolbox talks, safety drills, and incident reporting.

I. Emergency Response Support

- Support logistics for:
 - Well-control incidents
 - Weather shutdowns
 - Oil spills
 - Medevac operations
- Maintain readiness for rapid mobilization.

J. Reporting & Documentation

- Prepare:
 - Daily logistics reports
 - Cargo manifests



- Helicopter manifests
 - DG declarations
- Maintain audit-ready documentation.

3. Required Qualifications & Experience

Education

- Diploma or degree in Logistics, Marine Operations, Engineering, or related field.
- Preferred certifications:
 - OPITO BOSIET/FOET
 - IATA DGR / IMDG
 - Rigging & lifting certification
 - HSE training

Experience

- 5–10+ years in offshore logistics, rig operations, or marine supply-chain roles.
- Experience supervising deck crews, crane operations, and vessel/heli logistics.
- Strong background in DG handling and HSE compliance.

4. Skills & Competencies

Technical Skills

- Deep understanding of offshore logistics and rig operations.
- Knowledge of marine and aviation coordination.
- Strong grasp of DG regulations and lifting standards.
- Proficiency with logistics systems, manifests, and tracking tools.

Soft Skills

- Strong leadership and communication abilities.
- High situational awareness and safety mindset.
- Ability to make decisions under pressure.
- Problem-solving and coordination capability.
- Team-oriented and culturally adaptable.

5. Key Performance Indicators (KPIs)



KPI Category	Example Metrics
Operational Performance	On-time vessel/heli departures, cargo accuracy
Safety & Compliance	HSE incidents, DG compliance rate
Deck & Lifting Efficiency	Crane utilization, lifting delays
Inventory Accuracy	Stock variance, critical-spares availability
Cost Efficiency	Vessel utilization, demurrage avoidance
Emergency Readiness	Mobilization speed, response effectiveness

6. Working Conditions

- Offshore rig or platform environment.
- Exposure to harsh weather, heavy equipment, and hazardous materials.
- Rotational work schedule (e.g., 14/14, 21/21).
- Strict adherence to PPE and HSE protocols.

7. Reporting Structure

- Reports to: **Offshore Logistics Superintendent / Rig Manager / Marine & Aviation Lead**
- Supervises:
 - Deck crew
 - Crane operators
 - Logistics technicians
- Works closely with:
 - Drilling & production teams
 - Marine and aviation teams
 - HSE
 - Supply-base operations
 - Contractors and vessel operators

8. Role Impact

This role directly strengthens:

- Safe and efficient rig operations



- Production continuity and rig uptime
- Compliance with HSE and DG regulations
- Cost-effective and reliable offshore supply chains
- Operational resilience in high-risk environments

7.61. Energy Projects Logistics Manager

(EPC Logistics • Heavy-Lift & Project Cargo • Marine & Offshore Operations • HSE Compliance • Contractor Management)

1. Role Purpose

The Energy Projects Logistics Manager leads and oversees all logistics activities for large-scale energy projects, ensuring the **safe, compliant, and efficient** movement of materials, equipment, and personnel across global supply chains.

The role integrates **engineering, procurement, construction, marine, aviation, and site logistics** into a unified execution plan that supports project milestones and cost targets.

This position acts as the **logistics command center** for complex, high-risk energy projects.

2. Key Responsibilities

A. Project Logistics Strategy & Planning

- Develop end-to-end logistics strategies for:
 - Oil & gas upstream/downstream projects
 - Offshore wind and renewable-energy installations
 - LNG terminals and pipelines
 - Mining and mineral-processing expansions
 - Petrochemical and refinery upgrades
- Align logistics plans with EPC schedules, engineering deliverables, and construction milestones.
- Conduct risk assessments and scenario planning for remote or harsh environments.

B. Heavy-Lift & Project Cargo Management

- Oversee transport of:
 - Turbines, nacelles, blades



- Subsea modules, manifolds, umbilicals
 - Pressure vessels, reactors, heat exchangers
 - Modularized units and oversized equipment
- Coordinate with heavy-lift contractors, rigging teams, and engineering.
- Ensure compliance with lifting plans, route surveys, and structural constraints.

C. Marine, Offshore & Port Logistics

- Manage:
 - Supply vessels
 - Barges and tugs
 - Jack-up installation vessels
 - Port operations and quayside activities
- Oversee vessel scheduling, load-out operations, and marine safety compliance.
- Coordinate with port authorities, pilots, and marine contractors.

D. Air, Road & Multimodal Transport

- Plan and optimize:
 - Road convoys for oversized cargo
 - Rail shipments
 - Air charters for urgent materials
 - Multimodal international freight
- Ensure compliance with DG, customs, and transit regulations.

E. Procurement & Supplier Interface

- Work closely with procurement to:
 - Define logistics requirements in purchase orders
 - Manage Incoterms and transport responsibilities
 - Expedite critical materials
- Evaluate logistics service providers and negotiate contracts.

F. Site Logistics & Construction Support

- Oversee:
 - Laydown yards



- Site warehouses
 - Material staging areas
 - Fuel and consumables supply
- Ensure materials are delivered to site in line with construction sequencing.

G. HSE, Compliance & Risk Management

- Enforce:
 - HSE standards
 - DG regulations (IMDG, IATA, ADR)
 - Marine and offshore safety rules
 - Environmental and permitting requirements
- Lead incident investigations and corrective actions.

H. Budgeting, Cost Control & Reporting

- Develop logistics budgets and cost forecasts.
- Track:
 - Freight costs
 - Demurrage/detention
 - Vessel utilization
 - Heavy-lift contractor performance
- Provide weekly/monthly logistics reports to project leadership.

I. Contractor & Stakeholder Management

- Manage relationships with:
 - Freight forwarders
 - Heavy-lift specialists
 - Marine and aviation contractors
 - EPC partners
 - Port authorities and customs
- Conduct performance reviews and enforce SLAs.

J. Emergency Response & Contingency Planning

- Prepare contingency plans for:



- Weather delays
 - Port congestion
 - Vessel breakdowns
 - Road closures
 - Supply-chain disruptions
- Support emergency logistics during critical incidents.

3. Required Qualifications & Experience

Education

- Degree in Logistics, Supply Chain, Engineering, Marine Operations, or related field.
- Preferred certifications:
 - Project-cargo or heavy-lift training
 - OPITO (for offshore projects)
 - IATA DGR / IMDG
 - PMP or Prince2
 - HSE certifications

Experience

- 7–12+ years in energy-sector logistics, EPC project logistics, or heavy-industry supply chains.
- Proven experience managing heavy-lift, marine, and multimodal logistics.
- Strong background in contractor management and international freight.

4. Skills & Competencies

Technical Skills

- Deep understanding of EPC project logistics and heavy-industry supply chains.
- Knowledge of marine, offshore, and port operations.
- Strong grasp of DG regulations and HSE standards.
- Proficiency with ERP, WMS, TMS, and project-management tools.
- Familiarity with engineering drawings, rigging plans, and route surveys.

Soft Skills

- Strong leadership and stakeholder-management abilities.



- High situational awareness and safety mindset.
- Analytical and problem-solving capability.
- Ability to manage high-pressure, multi-contractor environments.
- Excellent communication and negotiation skills.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Schedule Performance	On-time delivery of critical path items
Cost Efficiency	Freight cost vs. budget, demurrage avoidance
Safety & Compliance	HSE incidents, DG compliance rate
Heavy-Lift Execution	Lifting delays, contractor performance
Marine & Port Efficiency	Vessel utilization, load-out accuracy
Stakeholder Satisfaction	EPC partner feedback, contractor scorecards

6. Working Conditions

- Office, port, offshore, and construction-site environments.
- Frequent travel to remote or international project locations.
- Exposure to heavy equipment, hazardous materials, and harsh weather.
- Extended hours during critical project phases.
- Strict adherence to PPE and HSE protocols.

7. Reporting Structure

- Reports to: **Project Supply Chain Manager / Project Director / Logistics & Marine Manager**
- Supervises:
 - Logistics Coordinators
 - Marine & aviation teams
 - Heavy-lift contractors
 - Site logistics personnel
- Works closely with:
 - Engineering



- Procurement
- Construction
- HSE
- Marine & aviation contractors
- Freight forwarders

8. Role Impact

This role directly strengthens:

- Safe and efficient execution of multi-million-dollar energy projects
- On-time delivery of critical path equipment
- Cost control and logistics budget discipline
- HSE excellence and regulatory compliance
- Operational resilience in high-risk, complex environments



Events, Exhibitions & Entertainment Logistics

7.62. Event Logistics Coordinator

(Event Operations • Exhibition Logistics • Live-Show Support • Vendor Coordination • On-Site Execution)

1. Role Purpose

The Event Logistics Coordinator manages the **planning, movement, setup, and breakdown** of materials, equipment, and services required for events, exhibitions, conferences, concerts, and live entertainment.

The role ensures that all logistical elements are delivered **on time, safely, and in perfect alignment** with event schedules and creative requirements.

This position acts as the **operational backbone** of event execution.

2. Events, Exhibitions & Entertainment Logistics Specialties

A. Exhibition & Trade-Show Logistics

- Coordination of:
 - Booth materials
 - Modular stands
 - AV equipment
 - Promotional items
- Management of:
 - Advance warehouse shipments
 - Direct-to-show deliveries
 - Marshaling yard procedures
- Compliance with venue rules, union labor, and drayage requirements.

B. Live Entertainment & Production Logistics

- Support for:
 - Concerts
 - Festivals
 - Theatre productions
 - Touring shows
- Coordination of:



- Backline equipment
 - Lighting, sound, staging
 - Artist hospitality and dressing-room setups
- Load-in/load-out planning with production crews.

C. Event Build-Up & Breakdown (Rigging, Staging, Technical)

- Scheduling and supervising:
 - Rigging teams
 - Stagehands
 - AV technicians
 - Decor and fabrication crews
- Ensuring safe and efficient build-up and teardown.

D. Transport & Freight Coordination

- Domestic and international freight planning.
- Coordination with:
 - Couriers
 - Freight forwarders
 - Customs brokers
 - Trucking companies
- Management of ATA Carnets, temporary imports, and customs documentation.

E. Venue & On-Site Operations

- Liaison with:
 - Venue management
 - Security
 - Catering
 - Technical services
- Oversight of:
 - Loading docks
 - Storage areas
 - Backstage zones



- Green rooms
- Ensuring compliance with venue safety and access rules.

F. Crowd, Guest & VIP Logistics

- Coordination of:
 - Guest flows
 - VIP arrivals
 - Accreditation and access control
- Support for hospitality, seating, and attendee experience.

G. Supplier, Vendor & Contractor Management

- Coordination with:
 - Fabricators
 - AV companies
 - Decor suppliers
 - Rental companies
 - Transport providers
- Monitoring SLA performance and delivery accuracy.

H. Health, Safety & Compliance

- Implementation of:
 - Event safety plans
 - Fire and evacuation procedures
 - Rigging and electrical safety standards
- Coordination with HSE officers and venue safety teams.

I. Sustainability & Waste Management

- Planning for:
 - Recycling
 - Waste removal
 - Reusable materials
 - Sustainable transport options
- Supporting green-event initiatives.



3. Full Role Responsibilities

A. Pre-Event Planning

- Develop event logistics plans and timelines.
- Coordinate shipping schedules and vendor deliveries.
- Prepare equipment lists, packing plans, and inventory checks.

B. On-Site Execution

- Supervise load-in, setup, and technical installations.
- Manage on-site logistics teams and contractors.
- Troubleshoot issues in real time to protect event timelines.

C. Post-Event Breakdown & Return Logistics

- Oversee teardown and packing.
- Coordinate return shipments and warehouse receiving.
- Conduct post-event inventory and damage checks.

D. Documentation & Reporting

- Maintain:
 - Delivery notes
 - Inventory records
 - Customs documents
 - Vendor reports
- Prepare post-event debriefs and improvement recommendations.

4. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Event Management, Supply Chain, or related field.
- Preferred certifications:
 - Event safety training
 - Rigging or technical-production training
 - Project-management certification

Experience



- 2–6+ years in event logistics, exhibitions, live entertainment, or production operations.
- Experience with on-site event execution and vendor coordination.

5. Skills & Competencies

Technical Skills

- Strong understanding of event, exhibition, and live-production logistics.
- Knowledge of freight, customs, and venue operations.
- Familiarity with AV, staging, rigging, and technical equipment.
- Proficiency with scheduling tools and inventory systems.

Soft Skills

- Strong communication and stakeholder-management abilities.
- High adaptability and problem-solving capability.
- Ability to work under pressure and tight deadlines.
- Customer-centric and detail-oriented mindset.
- Team-oriented and culturally adaptable.

6. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Delivery	Load-in/load-out punctuality
Operational Efficiency	Setup accuracy, downtime reduction
Vendor Performance	SLA compliance, delivery accuracy
Cost Control	Logistics cost vs. budget
Safety & Compliance	Incident rate, safety-audit results
Client Satisfaction	Event-owner feedback, attendee experience

7. Working Conditions

- On-site event environments (indoor/outdoor).
- Long hours during build-up, show days, and breakdown.
- Travel to venues, exhibition centers, and production sites.
- Exposure to noise, crowds, and heavy equipment.



- Strict adherence to safety protocols.

8. Reporting Structure

- Reports to: **Event Logistics Manager / Event Operations Manager**
- Works closely with:
 - Production teams
 - AV and staging crews
 - Venue management
 - Freight forwarders
 - Vendors and contractors
 - Creative and marketing teams

9. Role Impact

This role directly strengthens:

- Flawless execution of events and exhibitions
- Client satisfaction and brand reputation
- Safety, compliance, and operational reliability
- Cost-effective and sustainable event operations
- Seamless coordination across creative, technical, and logistical teams



7.63. Exhibition Freight Specialist

(Trade-Show Freight • International Shipping • Customs & Carnets • Venue Logistics • On-Site Coordination)

1. Role Purpose

The Exhibition Freight Specialist manages the **end-to-end movement of exhibition cargo**, ensuring that materials reach trade shows, expos, and event venues **safely, on schedule, and in compliance with customs and venue regulations**.

The role acts as the **freight and customs authority** for exhibitors, event organizers, and production teams.

2. Key Responsibilities

A. Exhibition Freight Planning & Coordination

- Plan and coordinate freight for:
 - Trade shows
 - Expos and conventions
 - Touring exhibitions
 - Live-event roadshows
- Develop shipping schedules aligned with venue access times and build-up windows.
- Advise clients on optimal freight modes (air, sea, road, courier).

B. International Shipping & Customs Management

- Prepare and manage:
 - ATA Carnets
 - Commercial invoices
 - Packing lists
 - Temporary import/export documentation
- Ensure compliance with:
 - Customs regulations
 - Temporary admission rules
 - Dangerous goods requirements (if applicable)
- Coordinate with customs brokers and government authorities.

C. Venue & On-Site Logistics



- Coordinate:
 - Loading dock access
 - Marshaling yard procedures
 - Forklift and labor bookings
 - On-site material handling (drayage)
- Supervise freight delivery to booths and storage areas.
- Resolve on-site issues such as delays, damages, or misrouted cargo.

D. Freight Forwarding & Carrier Management

- Liaise with:
 - Freight forwarders
 - Trucking companies
 - Air and sea carriers
 - Courier services
- Track shipments and manage exceptions.
- Ensure timely delivery and collection from venues.

E. Exhibitor & Client Support

- Provide guidance on:
 - Packaging requirements
 - Labeling and documentation
 - Customs restrictions
 - Venue rules and deadlines
- Act as the primary logistics contact for exhibitors before, during, and after the event.

F. Storage, Handling & Return Logistics

- Manage:
 - Empty-case storage
 - On-site warehousing
 - Return freight planning
 - Post-event consolidation



- Ensure accurate documentation for return shipments.

G. Risk, Insurance & Compliance

- Advise on:
 - Cargo insurance
 - High-value item handling
 - Risk mitigation for fragile or sensitive items
- Ensure compliance with venue safety and handling rules.

H. Reporting & Documentation

- Maintain:
 - Shipment records
 - Delivery notes
 - Customs documents
 - Event logistics reports
- Conduct post-event debriefs and improvement recommendations.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Supply Chain, International Trade, or Event Management.
- Preferred certifications:
 - IATA / IMDG (if handling DG)
 - Customs or freight-forwarding training
 - Event logistics or exhibition operations training

Experience

- 3–7+ years in exhibition freight, international forwarding, or event logistics.
- Experience with ATA Carnets, temporary imports, and venue operations.
- Experience working on-site at trade shows or exhibitions.

4. Skills & Competencies

Technical Skills

- Strong understanding of exhibition freight and customs procedures.



- Knowledge of air, sea, road, and courier logistics.
- Familiarity with venue operations, drayage, and material handling.
- Proficiency with freight-tracking and logistics systems.

Soft Skills

- Strong communication and client-service abilities.
- High attention to detail and documentation accuracy.
- Ability to work under pressure and tight event deadlines.
- Problem-solving and real-time decision-making capability.
- Team-oriented and culturally adaptable.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Delivery	Freight arrival vs. show deadlines
Customs Compliance	Clearance success rate, documentation accuracy
Operational Efficiency	Handling time, on-site issue resolution
Client Satisfaction	Exhibitor feedback, repeat business
Cost Control	Freight cost vs. budget, demurrage avoidance
Damage & Loss Prevention	Claims rate, packaging compliance

6. Working Conditions

- Office, warehouse, and on-site exhibition environments.
- Long hours during build-up and breakdown periods.
- International travel to trade shows and venues.
- Exposure to noise, heavy equipment, and crowded environments.
- Strict adherence to safety protocols.

7. Reporting Structure

- Reports to: **Exhibition Logistics Manager / Event Logistics Manager / Freight Operations Manager**
- Works closely with:
 - Exhibitors and event organizers



- Freight forwarders and carriers
- Customs brokers
- Venue management
- On-site labor and handling teams

8. Role Impact

This role directly strengthens:

- Flawless execution of exhibitions and trade shows
- On-time and compliant international freight movement
- Client satisfaction and exhibitor success
- Operational reliability and risk mitigation
- Brand reputation in the global events industry



7.64. Touring Logistics Manager (Concerts/Sports)

(Tour Operations • Freight & Transport • Venue Coordination • Crew Logistics • Live-Event Mobility)

1. Role Purpose

The Touring Logistics Manager oversees all logistics operations for a traveling concert, sports tour, or live-event production, ensuring the **safe, timely, and seamless movement** of equipment, crew, and talent across multiple cities, countries, and venues.

The role ensures that every show is delivered **on schedule, on budget, and at the highest professional standard**.

This position acts as the **logistical command center** of the tour.

2. Key Responsibilities

A. Tour Planning & Routing

- Develop multi-city routing plans for:
 - Concert tours
 - Sports roadshows
 - Arena and stadium events
 - Touring festivals
- Coordinate with promoters, venues, and production managers.
- Plan around travel times, curfews, load-in windows, and local regulations.

B. Freight, Transport & Trucking Coordination

- Manage:
 - Trucking fleets
 - Night-moves
 - Bus and crew transport
 - Air freight and charters
 - Sea freight for international legs
- Ensure safe handling of:
 - Staging
 - Lighting and sound
 - Backline



- Sports equipment
- LED walls and special effects gear
- Track shipments and resolve delays in real time.

C. Venue & On-Site Logistics

- Coordinate:
 - Loading dock access
 - Forklift and labor bookings
 - Rigging schedules
 - Storage and backstage zones
- Ensure compliance with venue rules, union labor requirements, and safety standards.
- Supervise load-in, setup, and load-out operations.

D. Crew & Talent Logistics

- Manage:
 - Crew travel
 - Hotel bookings
 - Per diems
 - Accreditation
 - Ground transport
- Coordinate athlete or artist movements with security and management.
- Ensure smooth transitions between cities and countries.

E. International Touring & Customs

- Prepare:
 - ATA Carnets
 - Temporary import/export documents
 - Customs declarations
- Coordinate with customs brokers and freight forwarders.
- Ensure compliance with DG, biosecurity, and country-specific regulations.

F. Risk, Safety & Contingency Planning



- Develop contingency plans for:
 - Weather delays
 - Border issues
 - Equipment breakdowns
 - Venue access problems
- Ensure compliance with:
 - Event safety standards
 - Rigging and electrical safety
 - Crowd-management protocols
- Support emergency response and incident reporting.

G. Budgeting & Cost Control

- Manage logistics budgets for:
 - Transport
 - Hotels
 - Labor
 - Freight
 - Per diems
- Track expenses and negotiate with vendors.
- Optimize routing and transport efficiency.

H. Vendor & Contractor Management

- Manage relationships with:
 - Trucking companies
 - Bus and coach providers
 - Freight forwarders
 - Venue labor contractors
 - Production suppliers
- Conduct performance reviews and enforce SLAs.

I. Communication & Stakeholder Coordination

- Act as the central communication hub between:



- Production
- Promoters
- Venues
- Security
- Travel agents
- Freight partners
- Provide daily logistics briefings and updates.

3. Required Qualifications & Experience

Education

- Degree or diploma in Logistics, Event Management, Supply Chain, or related field.
- Preferred certifications:
 - Event safety training
 - IATA/IMDG (if handling DG)
 - Project-management certification

Experience

- 5–10+ years in touring logistics, live-event production, sports operations, or entertainment logistics.
- Experience managing multi-city or international tours.
- Strong background in freight, trucking, and venue operations.

4. Skills & Competencies

Technical Skills

- Deep understanding of touring logistics and live-event operations.
- Knowledge of freight, customs, and international touring requirements.
- Familiarity with staging, rigging, AV, and production equipment.
- Proficiency with scheduling, routing, and logistics-tracking tools.

Soft Skills

- Strong leadership and communication abilities.
- High adaptability and problem-solving capability.
- Ability to thrive under pressure and tight timelines.



- Exceptional coordination and stakeholder-management skills.
- Calm, decisive, and solution-oriented mindset.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Performance	Load-in/load-out punctuality, show-day readiness
Transport Efficiency	Truck utilization, routing optimization
Cost Control	Logistics cost vs. budget, vendor savings
Safety & Compliance	Incident rate, safety-audit results
Crew & Talent Satisfaction	Travel smoothness, accommodation quality
Operational Reliability	Equipment arrival accuracy, issue-resolution speed

6. Working Conditions

- On-site at venues, arenas, stadiums, and tour locations.
- Extensive travel, often internationally.
- Long hours, night moves, and high-pressure show days.
- Exposure to noise, crowds, and heavy equipment.
- Strict adherence to safety protocols.

7. Reporting Structure

- Reports to: **Tour Manager / Production Manager / Event Operations Director**
- Works closely with:
 - Production crews
 - Freight forwarders
 - Trucking and bus companies
 - Venue management
 - Artist/athlete management
 - Security and travel teams

8. Role Impact

This role directly strengthens:

- Flawless execution of concerts, sports tours, and live events



- Safety, reliability, and operational excellence
- Cost-effective and efficient touring operations
- Artist, athlete, and crew satisfaction
- Brand reputation and tour success across global markets

7.65. Fine Arts & Museum Logistics Specialist

(Art Handling • Museum Transport • Conservation Standards • Customs & Loans • Exhibition Logistics)

1. Role Purpose

The Fine Arts & Museum Logistics Specialist manages the **planning, handling, packing, transport, and installation** of artworks, artifacts, and cultural objects for museums, galleries, exhibitions, and private collections.

The role ensures that every movement is executed **safely, discreetly, and in full compliance** with conservation, security, and international loan requirements.

This position acts as the **technical and custodial backbone** of fine-arts logistics.

2. Key Responsibilities

A. Art Handling & Conservation-Grade Movement

- Handle artworks and artifacts using museum-standard techniques.
- Ensure correct lifting, carrying, and placement of:
 - Paintings
 - Sculptures
 - Textiles
 - Fragile objects
 - Archaeological materials
- Follow conservation guidelines for temperature, humidity, vibration, and light exposure.

B. Packing, Crating & Condition Protection

- Prepare:
 - Soft-pack and museum-pack solutions
 - Custom crates and travel frames



- Shock-absorbent and climate-controlled packaging
- Conduct condition checks before and after transport.
- Document damages, irregularities, and conservation concerns.

C. Transport & Courier Coordination

- Coordinate:
 - Climate-controlled vehicles
 - Secure art-transport providers
 - Air freight and hand-carry shipments
- Manage courier arrangements for:
 - Museum loans
 - Touring exhibitions
 - Auction consignments
- Ensure chain-of-custody integrity at all times.

D. Exhibition & Installation Support

- Support installation of:
 - Temporary exhibitions
 - Permanent gallery rotations
 - Traveling shows
- Work with:
 - Curators
 - Conservators
 - Exhibition designers
 - Registrars
- Ensure safe mounting, rigging, and placement of artworks.

E. Museum Loans, Customs & Documentation

- Prepare and manage:
 - Loan agreements
 - Condition reports



- Packing lists
 - Insurance certificates
 - Pro forma invoices
- Coordinate with customs brokers for:
 - Temporary imports/exports
 - ATA Carnets
 - CITES permits (for ivory, wood, animal materials)
- Ensure compliance with cultural-heritage and export-control regulations.

F. Storage & Collections Management

- Manage:
 - Art storage rooms
 - Racking systems
 - Shelving and vaults
- Monitor environmental conditions and pest-management protocols.
- Support inventory control and database updates.

G. Security & Risk Management

- Implement:
 - Secure handling procedures
 - Alarmed transport protocols
 - Confidentiality and privacy standards
- Conduct risk assessments for:
 - High-value shipments
 - Public installations
 - International movements

H. Vendor & Stakeholder Coordination

- Liaise with:
 - Art shippers
 - Crating companies



- Conservators
 - Curators and registrars
 - Auction houses
 - Private collectors
- Monitor vendor performance and ensure museum-grade service.

I. Reporting & Documentation

- Maintain:
 - Movement logs
 - Condition reports
 - Installation notes
 - Loan files
- Support audit readiness and collection-management compliance.

3. Required Qualifications & Experience

Education

- Degree or diploma in:
 - Museum Studies
 - Art Handling / Conservation
 - Fine Arts
 - Logistics / Supply Chain
- Preferred certifications:
 - Art-handling training (e.g., museum standards)
 - CITES / customs training
 - Rigging or installation training

Experience

- 3–7+ years in fine-arts logistics, museum operations, or art-handling roles.
- Experience with international art transport and exhibition installations.
- Familiarity with conservation and environmental-control requirements.

4. Skills & Competencies



Technical Skills

- Expert art-handling and packing skills.
- Knowledge of conservation standards and environmental controls.
- Understanding of customs, CITES, and loan regulations.
- Proficiency with museum databases and inventory systems.

Soft Skills

- High attention to detail and documentation accuracy.
- Strong communication and client-service orientation.
- Calm, steady, and precise under pressure.
- Discretion, confidentiality, and cultural sensitivity.
- Team-oriented and collaborative mindset.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Handling Quality	Damage rate, condition-report accuracy
Transport Performance	On-time delivery, courier satisfaction
Compliance	Customs/CITES accuracy, loan-file completeness
Installation Efficiency	Setup time, alignment with exhibition plans
Storage Management	Inventory accuracy, environmental compliance
Client/Curator Satisfaction	Feedback from museums, galleries, lenders

6. Working Conditions

- Museum, gallery, warehouse, and exhibition environments.
- Occasional travel for courier duties or installation support.
- Handling fragile, heavy, or oversized artworks.
- Strict adherence to conservation and safety protocols.

7. Reporting Structure

- Reports to: **Museum Registrar / Collections Manager / Fine Arts Logistics Manager**



- Works closely with:
 - Curators
 - Conservators
 - Exhibition teams
 - Art shippers
 - Customs brokers
 - Private collectors

8. Role Impact

This role directly strengthens:

- Safe stewardship of cultural heritage
- Flawless execution of exhibitions and loans
- Compliance with conservation and international regulations
- Institutional reputation and lender confidence
- Preservation of artworks for future generations



7.66. Film Production Logistics Coordinator

(Production Operations • Location Logistics • Crew & Equipment Movement • Permits • On-Set Support)

1. Role Purpose

The Film Production Logistics Coordinator manages the **planning, movement, setup, and operational support** required for film and TV productions.

The role ensures that cast, crew, equipment, vehicles, and production resources are **in the right place, at the right time, and fully supported** throughout pre-production, shooting, and wrap.

This position acts as the **logistical backbone** of film production.

2. Key Responsibilities

A. Pre-Production Logistics Planning

- Develop logistics plans aligned with:
 - Shooting schedules
 - Location requirements
 - Production design needs
 - Crew call times
- Coordinate with the Production Manager, AD team, and Location Manager.
- Prepare equipment lists, transport plans, and movement schedules.

B. Location Logistics & On-Set Operations

- Coordinate:
 - Location access
 - Parking and unit base setup
 - Power, water, and sanitation services
 - Catering and craft services
- Ensure compliance with:
 - Local regulations
 - Location permits
 - Safety and environmental rules



- Support smooth daily operations during filming.

C. Equipment & Technical Logistics

- Coordinate movement of:
 - Camera, lighting, and grip equipment
 - Props and set-dec materials
 - Wardrobe and makeup kits
- I work with rental houses and technical departments.
- Track equipment deliveries, returns, and on-set availability.

D. Crew, Cast & Transport Coordination

- Arrange:
 - Crew transport
 - Cast vehicles
 - Shuttle services
 - Airport pickups and drop-offs
- Manage daily call sheets and movement schedules.
- Support accommodation arrangements for out-of-town shoots.

E. Permits, Compliance & Regulatory Requirements

- Assist with:
 - Filming permits
 - Road closures
 - Drone permissions
 - Police/fire coordination
- Ensure compliance with union rules, labor laws, and safety standards.

F. Vendor & Contractor Management

- Liaise with:
 - Transport companies
 - Equipment rental houses
 - Catering providers



- Security teams
 - Location services
- Monitor vendor performance and ensure timely delivery.

G. Health, Safety & Risk Management

- Support implementation of:
 - Production safety plans
 - Crowd-control measures
 - Stunt and special-effects safety protocols
- Report incidents and support corrective actions.

H. Budgeting & Cost Control

- Track logistics expenses for:
 - Transport
 - Rentals
 - Locations
 - Services
- Support cost reporting and reconciliation.
- Identify cost-saving opportunities without compromising quality.

I. Wrap & Post-Production Logistics

- Coordinate:
 - Equipment returns
 - Location cleanup
 - Strike and load-out
 - Storage of sets, props, and costumes
- Support final documentation and vendor settlements.

3. Required Qualifications & Experience

Education

- Degree or diploma in Film Production, Logistics, Event Management, or related field.



- Preferred certifications:
 - Production safety training
 - Location management training
 - Project-management certification

Experience

- 2–6+ years in film/TV production, event logistics, or location operations.
- Experience coordinating multi-department film crews.
- Familiarity with production schedules, call sheets, and on-set workflows.

4. Skills & Competencies

Technical Skills

- Strong understanding of film production logistics and set operations.
- Knowledge of equipment types (camera, grip, lighting).
- Familiarity with permits, location rules, and union requirements.
- Proficiency with scheduling tools and production software.

Soft Skills

- Excellent communication and coordination abilities.
- High adaptability and problem-solving capability.
- Ability to work under pressure and long shooting days.
- Strong organizational and multitasking skills.
- Calm, solution-oriented, and collaborative.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
On-Time Performance	Crew/equipment arrival accuracy
Operational Efficiency	Setup speed, downtime reduction
Cost Control	Logistics cost vs. budget
Vendor Performance	Delivery reliability, SLA compliance
Safety & Compliance	Incident rate, permit accuracy



KPI Category	Example Metrics
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Production Satisfaction	Feedback from ADs, producers, and crew
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6. Working Conditions

- On-set, on-location, and production-office environments.
- Long hours, early call times, and late wrap times.
- Outdoor shoots with varying weather conditions.
- Fast-paced, high-pressure, multi-department environment.
- Strict adherence to safety protocols.

7. Reporting Structure

- Reports to: **Production Manager / Line Producer / Unit Production Manager**
- Works closely with:
 - Assistant Directors
 - Location Manager
 - Camera, grip, and lighting teams
 - Transport and rental houses
 - Cast and crew coordinators

8. Role Impact

This role directly strengthens:

- Smooth and efficient film production operations
- On-time shooting schedules and reduced downtime
- Safety, compliance, and risk mitigation
- Cost-effective logistics execution
- Positive working environment for cast and crew



Specialized Transport Modes

7.67. Escort Vehicle Driver (Oversized Loads)

(Pilot Car • Abnormal Loads • Road Safety • Route Management • Heavy-Haul Support)

1. Role Purpose

The Escort Vehicle Driver supports the safe and compliant movement of **oversized, overweight, or abnormal loads** by guiding heavy-haul trucks, managing traffic interactions, and ensuring adherence to route plans and regulatory requirements. The role acts as the **eyes, ears, and safety buffer** for specialized transport operations.

2. Specialized Transport Modes & Escort-Vehicle Responsibilities

A. Front Escort (Lead Vehicle)

- Drive ahead of the heavy-haul vehicle to:
 - Warn oncoming traffic
 - Identify hazards (low bridges, tight turns, obstacles)
 - Communicate road conditions to the heavy-haul driver
- Ensure compliance with speed, spacing, and convoy rules.

B. Rear Escort (Chase Vehicle)

- Protect the rear of the convoy by:
 - Managing following traffic
 - Preventing unsafe overtaking
 - Monitoring load stability and trailer behavior
- Provide real-time updates to the lead escort and truck driver.

C. Multi-Escort Convoys (High-Risk Loads)

- Coordinate with:
 - Police escorts
 - Technical escort teams
 - Route survey specialists
- Support movements of:
 - Wind turbine blades
 - Large cranes



- Mining trucks
- Modular buildings
- Industrial reactors and pressure vessels

D. Night Transport & Restricted-Hour Movements

- Operate under special permits requiring:
 - Night-time escorting
 - Early-morning or weekend movements
 - Curfew-restricted urban routes
- Manage visibility and lighting requirements.

E. Cross-Border & Multi-Jurisdiction Transport

- Navigate differing regulations across:
 - EU member states
 - UK abnormal load rules
 - US/Canada state/province escort requirements
- Ensure correct signage, lighting, and permit compliance.

F. Urban, Rural & Remote-Area Escorting

- Urban: manage intersections, pedestrian zones, and tight streets.
- Rural: anticipate agricultural vehicles, narrow roads, and blind curves.
- Remote: support long-distance convoys with limited infrastructure.

G. High-Risk & Technical Escorting

- Support loads requiring:
 - Bridge-crossing supervision
 - Overhead cable lifting coordination
 - Temporary road closures
 - Pilot-car coordination with crane crews
- Assist with route surveys and pre-trip inspections.

3. Full Role Responsibilities

A. Pre-Trip Planning

- Review permits, route plans, and load dimensions.



- Conduct route surveys when required.
- Inspect escort vehicle equipment (signage, beacons, radios).

B. On-Road Escort Operations

- Maintain safe distances and convoy formation.
- Communicate hazards, traffic, and route changes.
- Manage traffic control at intersections and narrow sections.

C. Communication & Coordination

- Use:
 - Two-way radios
 - Mobile communication systems
 - Pre-agreed convoy signals
- Coordinate with:
 - Heavy-haul drivers
 - Police escorts
 - Route managers
 - Construction or utility crews

D. Safety & Compliance

- Ensure compliance with:
 - Oversize/overweight permits
 - Escort-vehicle regulations
 - Lighting and signage requirements
 - Road-safety laws
- Report incidents, near misses, and hazards.

E. Documentation & Reporting

- Maintain:
 - Route logs
 - Permit documentation
 - Incident reports
 - Pre- and post-trip checklists



4. Required Qualifications & Experience

Education & Licensing

- Valid driver's license appropriate for escort operations.
- Escort-vehicle certification (where required by jurisdiction).
- Preferred:
 - Defensive driving training
 - Traffic-management certification
 - First-aid training

Experience

- 2–5+ years in heavy-haul, abnormal loads, or specialized transport.
- Experience with multi-escort convoys and complex routes.

5. Skills & Competencies

Technical Skills

- Strong understanding of heavy-haul and oversized-load regulations.
- Proficiency with radios, GPS, and convoy communication tools.
- Knowledge of route planning and hazard identification.
- Familiarity with signage, beacons, and escort-vehicle equipment.

Soft Skills

- High situational awareness and safety mindset.
- Strong communication and teamwork abilities.
- Calm, decisive, and reliable under pressure.
- Ability to anticipate risks and react quickly.

6. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Safety Performance	Incident rate, hazard reporting
Operational Efficiency	On-time convoy movement, route adherence
Compliance	Permit accuracy, equipment readiness
Communication Quality	Convoy coordination, driver feedback



KPI Category	Example Metrics
Risk Management	Hazard identification, mitigation effectiveness

7. Working Conditions

- Long hours on the road, including nights and weekends.
- Exposure to weather, traffic, and high-risk environments.
- Frequent travel across regions or countries.
- Strict adherence to safety and regulatory protocols.

8. Reporting Structure

- Reports to: **Heavy-Haul Supervisor / Transport Manager / Convoy Lead**
- Works closely with:
 - Heavy-haul drivers
 - Police escorts
 - Route planners
 - Utility and construction crews
 - Permit and compliance teams

9. Role Impact

This role directly strengthens:

- Road safety for the public and convoy teams
- Compliance with abnormal-load regulations
- Efficiency and reliability of heavy-haul operations
- Protection of high-value industrial cargo
- Professional reputation of specialized-transport providers



7.68. Pilot Car Coordinator

(Escort Operations • Heavy-Haul Dispatch • Permit Compliance • Route Planning • Convoy Management)

1. Role Purpose

The Pilot Car Coordinator plans, schedules, and manages **escort-vehicle operations** for oversized and overweight loads.

The role ensures that pilot cars, escort drivers, and heavy-haul teams are **properly assigned, briefed, compliant, and synchronized** with route plans, permits, and safety requirements.

This position acts as the **control tower** for escort-vehicle operations.

2. Key Responsibilities

A. Escort-Vehicle Planning & Scheduling

- Assign pilot cars to oversized-load movements based on:
 - Permit requirements
 - Route complexity
 - Load dimensions
 - Driver qualifications
- Build daily/weekly escort schedules and convoy rosters.
- Coordinate multi-escort convoys for high-risk loads.

B. Route Planning & Permit Compliance

- Review:
 - Oversize/overweight permits
 - Route restrictions
 - Curfews and time-of-day rules
 - Bridge and overhead-clearance limits
- Ensure escort requirements match state/provincial regulations.
- Communicate route hazards and special instructions to drivers.

C. Driver Briefing & Operational Control

- Provide pre-trip briefings covering:
 - Convoy formation



- Communication protocols
 - Hazard zones
 - Traffic-control expectations
- Monitor convoy progress via radio, GPS, and driver check-ins.
- Resolve issues such as delays, detours, or equipment failures.

D. Multi-Jurisdiction & Cross-Border Coordination

- Manage escort requirements across:
 - US states and Canadian provinces
 - EU member states
 - UK abnormal-load rules
- Ensure correct signage, lighting, and certification for each region.

E. Vendor & Contractor Management

- Coordinate with:
 - Independent pilot-car operators
 - Escort-vehicle companies
 - Heavy-haul carriers
 - Police escorts (when required)
- Verify driver credentials, insurance, and equipment readiness.

F. Safety, Compliance & Risk Management

- Enforce:
 - Escort-vehicle regulations
 - DG and hazardous-load requirements
 - Convoy spacing and speed rules
- Support incident reporting and corrective actions.
- Maintain audit-ready compliance documentation.

G. Communication & Stakeholder Coordination

- Act as the central communication hub between:
 - Heavy-haul drivers
 - Escort drivers



- Permit teams
 - Route planners
 - Utility and construction crews
- Provide real-time updates to clients and operations managers.

H. Documentation & Reporting

- Maintain:
 - Escort logs
 - Driver rosters
 - Permit files
 - Incident reports
 - Daily operations summaries
- Support billing and cost-tracking for escort services.

3. Required Qualifications & Experience

Education

- Diploma or degree in Logistics, Transport Management, or related field.
- Preferred certifications:
 - Escort-vehicle training (where required)
 - Traffic-management or safety training
 - First-aid certification

Experience

- 3–7+ years in heavy-haul, abnormal loads, or escort-vehicle operations.
- Experience dispatching or coordinating drivers is highly valued.
- Familiarity with multi-state or cross-border regulations.

4. Skills & Competencies

Technical Skills

- Strong understanding of oversized-load regulations and escort requirements.
- Proficiency with GPS tracking, dispatch systems, and radio communication.
- Knowledge of route planning and hazard identification.
- Familiarity with heavy-haul equipment and convoy operations.



Soft Skills

- Excellent communication and coordination abilities.
- High situational awareness and safety mindset.
- Ability to manage multiple convoys simultaneously.
- Calm, decisive, and solution-oriented under pressure.
- Strong documentation and organizational discipline.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Operational Efficiency	On-time convoy departures, schedule adherence
Safety & Compliance	Incident rate, permit accuracy
Driver Performance	Briefing quality, communication effectiveness
Cost Control	Escort-service cost vs. budget
Client Satisfaction	Feedback from carriers and shippers
Risk Management	Hazard identification, mitigation success

6. Working Conditions

- Office-based with frequent communication to field teams.
- Occasional on-site presence for high-risk or complex moves.
- Fast-paced environment with time-critical operations.
- May require early mornings, nights, or weekend coordination.

7. Reporting Structure

- Reports to: **Heavy-Haul Operations Manager / Transport Supervisor / Specialized Transport Manager**
- Works closely with:
 - Escort drivers
 - Heavy-haul drivers
 - Permit teams
 - Route planners
 - Police escorts



- Utility and infrastructure teams

8. Role Impact

This role directly strengthens:

- Safety and compliance of oversized-load movements
- Efficiency and reliability of heavy-haul operations
- Real-time coordination across complex transport networks
- Client confidence and regulatory trust
- Protection of public roads, infrastructure, and high-value cargo



7.69. Heavy Haul Driver

(Oversized Loads • Specialized Trailers • Route Compliance • Safety & Escort Coordination)

1. Role Purpose

The Heavy Haul Driver operates specialized trucks and trailers to transport **oversized, overweight, or abnormal loads** safely, legally, and efficiently.

The role ensures strict compliance with permits, route plans, escort-vehicle instructions, and safety regulations while protecting high-value industrial cargo.

This position acts as the **core operational driver** of heavy-haul and abnormal-load movements.

2. Key Responsibilities

A. Oversized/Overweight Load Transport

- Operate heavy-haul trucks with:
 - Lowboys
 - Multi-axle trailers
 - Extendable trailers
 - Blade trailers (wind turbines)
 - SPMTs (where applicable)
- Transport:
 - Construction machinery
 - Mining equipment
 - Industrial modules
 - Wind-turbine components
 - Transformers, reactors, and pressure vessels

B. Pre-Trip Planning & Inspection

- Review:
 - Oversize/overweight permits
 - Route plans and restrictions
 - Bridge limits and overhead clearances
- Conduct pre-trip inspections of:



- Tractor unit
- Trailer configuration
- Load securement
- Lighting, signage, and safety equipment

C. Load Securement & Trailer Configuration

- Install and verify:
 - Chains, binders, straps, and blocking
 - Load-spreading mats and cribbing
 - Specialized securement for irregular shapes
- Adjust trailer configurations (axle spacing, deck height, extensions).

D. Escort & Convoy Coordination

- Work closely with:
 - Pilot cars
 - Police escorts
 - Route survey teams
 - Utility crews (for overhead lines)
- Follow convoy spacing, speed, and communication protocols.

E. On-Road Operations & Hazard Management

- Navigate:
 - Tight turns
 - Narrow roads
 - Steep grades
 - Urban intersections
 - Rural and remote areas
- Manage hazards such as:
 - Low bridges
 - Overhead cables
 - Roadworks
 - Weather impacts



- Maintain constant communication with escort vehicles.

F. Compliance & Documentation

- Ensure compliance with:
 - Permit conditions
 - Weight and dimension regulations
 - DG rules (if applicable)
 - Local/state/provincial transport laws
- Maintain:
 - Logbooks
 - Route reports
 - Incident documentation

G. Safety & Risk Management

- Follow strict safety protocols for:
 - Load securement
 - Trailer stability
 - Emergency stops
 - Roadside inspections
- Report hazards, near misses, and mechanical issues immediately.

H. Customer & Stakeholder Interaction

- Represent the company professionally at:
 - Job sites
 - Ports
 - Construction sites
 - Industrial facilities
- Coordinate with crane crews, riggers, and site supervisors.

3. Required Qualifications & Experience

Licensing

- Valid commercial driver's license (CDL or equivalent).
- Heavy-haul or multi-axle endorsement (where required).



- Preferred:
 - Escort-vehicle awareness training
 - DG certification
 - First-aid training

Experience

- 3–10+ years in heavy-haul, oversized loads, or specialized transport.
- Experience with multi-axle trailers, extendables, or modular trailers.
- Proven ability to operate in high-risk, complex environments.

4. Skills & Competencies

Technical Skills

- Expert knowledge of heavy-haul equipment and trailer systems.
- Strong understanding of load securement and weight distribution.
- Proficiency with convoy communication tools (radio, GPS).
- Familiarity with route planning and hazard identification.

Soft Skills

- High situational awareness and safety mindset.
- Calm, disciplined, and reliable under pressure.
- Strong communication and teamwork abilities.
- Problem-solving and real-time decision-making capability.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Safety Performance	Incident rate, securement compliance
On-Time Delivery	Schedule adherence, convoy punctuality
Load Integrity	Damage rate, securement quality
Compliance	Permit adherence, inspection results
Operational Efficiency	Fuel efficiency, route optimization
Stakeholder Satisfaction	Feedback from clients and site crews

6. Working Conditions



- Long hours, including nights and weekends.
- Exposure to weather, traffic, and high-risk environments.
- Frequent travel across regions or countries.
- Work at ports, construction sites, industrial plants, and remote areas.
- Strict adherence to PPE and safety protocols.

7. Reporting Structure

- Reports to: **Heavy-Haul Supervisor / Transport Manager / Specialized Transport Lead**
- Works closely with:
 - Escort drivers
 - Pilot car coordinators
 - Route planners
 - Crane and rigging teams
 - Permit and compliance teams

8. Role Impact

This role directly strengthens:

- Safe and compliant movement of oversized loads
- Protection of public roads and infrastructure
- Efficiency and reliability of heavy-haul operations
- Client confidence and project-cargo success
- Professional reputation of specialized-transport providers



7.70. Tanker Operations Specialist

(Liquid Bulk Handling • Marine & Terminal Operations • HSE Compliance • Cargo Planning • Pumping & Transfer Operations)

1. Role Purpose

The Tanker Operations Specialist manages and oversees the **safe, efficient, and compliant handling of liquid bulk cargoes**—including crude oil, refined products, chemicals, LNG/LPG, and other hazardous liquids—during loading, discharge, storage, and vessel operations.

The role ensures flawless coordination between **vessels, terminals, pipelines, shore tanks, and regulatory authorities**.

This position acts as the **technical and operational anchor** of tanker logistics.

2. Key Responsibilities

A. Tanker Loading & Discharge Operations

- Plan and supervise:
 - Vessel loading
 - Vessel discharge
 - Ship-to-shore and shore-to-ship transfers
 - Ship-to-ship (STS) operations (where applicable)
- Ensure correct sequencing, pumping rates, and line-up configurations.
- Monitor tank levels, ullage, temperature, and cargo quality.

B. Cargo Planning & Documentation

- Prepare:
 - Loading plans
 - Cargo manifests
 - Bill of lading (B/L) data
 - Certificates of quantity and quality
- Coordinate with surveyors, inspectors, and laboratory teams.
- Ensure accurate measurement (ullaging, sampling, gauging).

C. Terminal & Jetty Coordination

- Liaise with:
 - Terminal operators



- Jetty crews
 - Mooring teams
 - Port authorities
- Oversee hose/arm connections, line flushing, and pressure testing.
- Ensure berth readiness and safe mooring conditions.

D. Hazardous Cargo & Safety Compliance

- Ensure compliance with:
 - ISGOTT (International Safety Guide for Oil Tankers & Terminals)
 - OCIMF guidelines
 - MARPOL and SOLAS requirements
 - Terminal and port safety rules
- Implement:
 - Permit-to-work systems
 - Gas testing
 - Inert gas system checks
 - Emergency shutdown (ESD) procedures

E. Pumping, Transfer & Line Management

- Operate or supervise:
 - Cargo pumps
 - Stripping systems
 - Manifolds and valves
 - Vapor-recovery systems
- Manage line displacement, pigging, and tank stripping.

F. LNG/LPG & Cryogenic Cargo (if applicable)

- Support:
 - Cool-down procedures
 - Boil-off gas (BOG) management
 - Vapor balancing
 - Cryogenic safety protocols



- Coordinate with gas-carrier crews and terminal gas engineers.

G. Quality, Sampling & Inspection

- **Oversee:**
 - Sampling procedures
 - Laboratory testing
 - Cargo quality verification
- Manage disputes, contamination risks, and off-spec cargo issues.

H. Emergency Response & Incident Management

- **Support response to:**
 - Spills
 - Leaks
 - Overfills
 - Pump failures
 - Mooring incidents
- Participate in drills and emergency-preparedness exercises.

I. Reporting & Operational Records

- **Maintain:**
 - Shift logs
 - Cargo reports
 - Safety checklists
 - Incident and near-miss reports
- Support audit readiness and regulatory inspections.

3. Required Qualifications & Experience

Education

- Degree or diploma in Marine Engineering, Nautical Science, Chemical Engineering, or related field.
- Preferred certifications:
 - STCW tanker endorsements (oil/chemical/gas)
 - ISGOTT training



- HAZMAT / DG certification
- Terminal operations or jetty safety training

Experience

- 3–10+ years in tanker operations, terminal operations, or marine cargo handling.
- Experience with oil, chemical, or LNG/LPG cargoes.
- Familiarity with shipboard operations and port/terminal procedures.

4. Skills & Competencies

Technical Skills

- Strong understanding of tanker systems (pumps, valves, manifolds, IGS).
- Knowledge of cargo measurement, sampling, and quality control.
- Familiarity with marine regulations and terminal safety standards.
- Ability to interpret P&IDs, cargo plans, and tank diagrams.

Soft Skills

- High situational awareness and safety mindset.
- Strong communication and coordination abilities.
- Problem-solving under pressure.
- Team-oriented and culturally adaptable.
- Precise documentation and reporting discipline.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Operational Efficiency	Loading/discharge time, pumping rates
Safety & Compliance	Incident rate, ISGOTT compliance
Cargo Quality	Contamination incidents, sampling accuracy
Documentation Accuracy	B/L accuracy, surveyor alignment
Terminal Coordination	Berth utilization, delay reduction
Emergency Readiness	Drill performance, response time

6. Working Conditions

- Terminal, jetty, vessel, and control-room environments.



- Exposure to hazardous materials, fumes, and weather conditions.
- Shift work, nights, weekends, and on-call duties.
- Strict adherence to PPE and safety protocols.

7. Reporting Structure

- Reports to: **Terminal Operations Supervisor / Marine Operations Manager / Tanker Operations Manager**
- Works closely with:
 - Vessel crews
 - Surveyors and inspectors
 - Port authorities
 - Laboratory teams
 - HSE and compliance teams

8. Role Impact

This role directly strengthens:

- Safe and compliant tanker operations
- Protection of people, environment, and assets
- Efficient cargo transfer and terminal throughput
- Accurate cargo measurement and commercial integrity
- Operational reliability in high-risk marine environments



7.71. Cryogenic Transport Specialist

(LNG/LH₂/LN₂/LOX • Ultra-Low-Temperature Logistics • Tanker Operations • HSE Compliance • Transfer & Handling)

1. Role Purpose

The Cryogenic Transport Specialist manages the **safe, compliant, and efficient transport, handling, and transfer** of cryogenic liquids using specialized tankers, ISO containers, and mobile storage systems.

The role ensures that ultra-low-temperature cargoes are moved with **absolute control over pressure, temperature, venting, and safety systems**, protecting people, assets, and the environment.

This position acts as the **technical operator and safety guardian** of cryogenic-liquid logistics.

2. Key Responsibilities

A. Cryogenic Loading & Unloading Operations

- Conduct or supervise:
 - Loading of cryogenic tankers and ISO tanks
 - Offloading at customer sites, terminals, or industrial plants
 - Hose/arm connections, purging, and cooldown procedures
- Manage:
 - Pressure control
 - Venting and boil-off gas (BOG)
 - Flow rates and transfer sequencing

B. Temperature, Pressure & System Monitoring

- Monitor:
 - Tank pressure
 - Temperature gradients
 - Vacuum integrity
 - Relief-valve performance
- Respond to abnormal conditions such as:
 - Rapid pressure rise
 - Frosting or insulation failure



- Excessive BOG generation

C. Cryogenic Equipment Operation

- Operate or oversee:
 - Cryogenic pumps
 - Vaporizers
 - Transfer hoses and couplings
 - Vacuum-jacketed piping
 - Pressure-build systems
- Conduct pre-use and post-use equipment checks.

D. Hazardous Materials & Safety Compliance

- Ensure compliance with:
 - ADR / DOT / IMDG regulations
 - Cryogenic-liquid handling standards
 - HAZMAT and PPE requirements
 - Emergency shutdown (ESD) procedures
- Implement:
 - Gas detection
 - Oxygen-deficiency hazard (ODH) controls
 - Fire-safety protocols

E. Transport Operations & Route Management

- Drive or coordinate movement of:
 - LNG tankers
 - Liquid hydrogen trailers
 - Industrial-gas tankers
 - Cryogenic ISO containers
- Plan routes considering:
 - Venting restrictions
 - Weather impacts
 - Tunnel/bridge regulations



- Customer delivery windows

F. Customer-Site Operations

- Liaise with:
 - Industrial plants
 - Hospitals and medical-gas facilities
 - Energy terminals
 - Research labs
- Conduct safe delivery, transfer, and tank-fill operations.
- Provide technical guidance to site personnel.

G. Emergency Response & Incident Management

- Respond to:
 - Leaks
 - Over-pressurization
 - Frostbite hazards
 - ODH alarms
 - Vehicle or equipment failures
- Participate in drills and emergency-preparedness exercises.

H. Documentation & Reporting

- Maintain:
 - Transfer logs
 - Delivery records
 - Pressure/temperature data
 - Incident and near-miss reports
- Ensure audit-ready compliance documentation.

3. Required Qualifications & Experience

Education

- Diploma or degree in:
 - Chemical Engineering
 - Mechanical Engineering



- Process Technology
 - Logistics / Transport Operations
- Preferred certifications:
 - HAZMAT / ADR
 - Cryogenic-handling training
 - First-aid and emergency-response training

Experience

- 3–10+ years in cryogenic transport, industrial-gas operations, or tanker operations.
- Experience with LNG, LH₂, LN₂, LOX, or other cryogenic liquids.
- Familiarity with pressure systems, vacuum-insulated equipment, and transfer operations.

4. Skills & Competencies

Technical Skills

- Deep understanding of cryogenic-liquid behavior and thermodynamics.
- Knowledge of tanker systems, valves, pumps, and vaporizers.
- Strong grasp of HAZMAT and cryogenic-safety regulations.
- Ability to interpret P&IDs, tank charts, and pressure-temperature curves.

Soft Skills

- High situational awareness and safety discipline.
- Strong communication and customer-interaction skills.
- Calm, analytical, and decisive under pressure.
- Team-oriented and adaptable to varied industrial environments.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Safety Performance	Incident rate, ODH events, leak prevention
Operational Efficiency	Loading/unloading time, transfer accuracy
Cargo Integrity	Temperature/pressure stability, BOG control
Compliance	ADR/HAZMAT adherence, inspection results



KPI Category	Example Metrics
Customer Satisfaction	Delivery reliability, site feedback
Equipment Reliability	Pump uptime, hose/valve failure rate

6. Working Conditions

- Industrial plants, terminals, hospitals, and energy facilities.
- Exposure to extreme cold, frost, and cryogenic vapors.
- Shift work, nights, weekends, and on-call duties.
- Strict PPE requirements (cryogenic gloves, face shields, insulated gear).
- High-risk environment requiring constant vigilance.

7. Reporting Structure

- Reports to: **Cryogenic Operations Supervisor / Industrial Gas Transport Manager / LNG Logistics Manager**
- Works closely with:
 - Terminal operators
 - Industrial-gas technicians
 - HSE teams
 - Drivers and dispatchers
 - Customer-site engineers

8. Role Impact

This role directly strengthens:

- Safe and reliable delivery of critical cryogenic products
- Protection of people, equipment, and the environment
- Operational continuity for hospitals, energy systems, and industry
- Compliance with strict hazardous-materials regulations
- Technical excellence in one of the most demanding transport domains



7.72. Livestock Transport Coordinator

(Animal Welfare • Biosecurity • Route Planning • Farm & Abattoir Coordination • Regulatory Compliance)

1. Role Purpose

The Livestock Transport Coordinator plans, schedules, and manages the **safe, humane, and compliant transport of live animals**, ensuring adherence to welfare standards, biosecurity protocols, and transport regulations.

The role acts as the **operational control point** between farms, hauliers, markets, veterinary authorities, and receiving facilities.

2. Key Responsibilities

A. Transport Planning & Scheduling

- Plan and schedule livestock movements for:
 - Cattle
 - Sheep
 - Goats
 - Pigs
 - Poultry
 - Horses or specialty livestock (where applicable)
- Coordinate pick-ups, delivery windows, and vehicle availability.
- Optimize routing to minimize stress, travel time, and handling.

B. Animal Welfare & Handling Compliance

- Ensure compliance with:
 - Animal welfare transport regulations
 - Maximum journey times
 - Rest, feed, and water requirements
 - Stocking densities and compartment separation
- Verify driver and handler competence and certifications.

C. Biosecurity & Disease-Control Measures

- Implement:
 - Vehicle cleaning and disinfection protocols



- Farm-to-farm biosecurity rules
 - Movement restrictions during disease outbreaks
- Coordinate with veterinary authorities for:
 - Health certificates
 - Movement permits
 - Pre-transport inspections

D. Vehicle & Equipment Coordination

- Ensure availability of:
 - Livestock trailers
 - Multi-deck transporters
 - Ventilation and temperature-control systems
 - Loading ramps and handling equipment
- Verify vehicle suitability for species and journey type.

E. Farm, Market & Abattoir Coordination

- Liaise with:
 - Farmers and producers
 - Livestock markets and auction houses
 - Abattoirs and processing plants
 - Export facilities and quarantine stations
- Manage arrival times to avoid overcrowding or delays.

F. Documentation & Regulatory Compliance

- Prepare and manage:
 - Movement permits
 - Animal identification records
 - Health certificates
 - Export documentation
 - Traceability and transport logs
- Ensure compliance with national and international livestock-movement laws.

G. Driver & Haulier Management



- Assign drivers and hauliers based on:
 - Species-specific competence
 - Welfare-transport certifications
 - Vehicle suitability
- Provide pre-trip briefings on:
 - Route hazards
 - Weather conditions
 - Welfare requirements

H. Incident Response & Risk Management

- Respond to:
 - Vehicle breakdowns
 - Animal welfare incidents
 - Biosecurity breaches
 - Weather disruptions
- Coordinate emergency veterinary support when required.

I. Stakeholder Communication

- Maintain real-time communication with:
 - Drivers
 - Farmers
 - Abattoirs
 - Veterinary authorities
 - Logistics managers
- Provide updates on delays, welfare concerns, or route changes.

3. Required Qualifications & Experience

Education

- Diploma or degree in Agriculture, Animal Science, Logistics, or related field.
- Preferred certifications:
 - Animal welfare transport certification
 - Biosecurity training



- HAZMAT (if transporting hazardous by-products)
- First-aid and emergency-response training

Experience

- 3–7+ years in livestock transport, farm operations, or agricultural logistics.
- Experience coordinating multi-species transport is highly valued.
- Familiarity with welfare regulations and veterinary documentation.

4. Skills & Competencies

Technical Skills

- Strong understanding of animal welfare and handling standards.
- Knowledge of livestock transport regulations and biosecurity rules.
- Proficiency with scheduling tools and traceability systems.
- Familiarity with vehicle types, ventilation systems, and loading equipment.

Soft Skills

- High empathy and welfare-focused mindset.
- Strong communication and coordination abilities.
- Calm, decisive, and reliable under pressure.
- Problem-solving and real-time decision-making capability.
- Ability to work with farmers, drivers, and regulatory authorities.

5. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Animal Welfare	Stress incidents, mortality rate, welfare compliance
Operational Efficiency	On-time arrivals, route optimization
Biosecurity Compliance	Disinfection adherence, movement-permit accuracy
Documentation Quality	Traceability completeness, regulatory accuracy
Stakeholder Satisfaction	Feedback from farmers, hauliers, and abattoirs
Incident Management	Response time, mitigation effectiveness

6. Working Conditions

- Office, farm, market, and abattoir environments.



- Exposure to livestock, noise, odours, and outdoor conditions.
- Early mornings, variable hours, and time-critical operations.
- Strict adherence to welfare, safety, and biosecurity protocols.

7. Reporting Structure

- Reports to: **Livestock Logistics Manager / Agricultural Transport Supervisor / Supply Chain Manager**
- Works closely with:
 - Farmers and producers
 - Drivers and hauliers
 - Veterinary authorities
 - Abattoirs and markets
 - Biosecurity and compliance teams

8. Role Impact

This role directly strengthens:

- Humane and compliant livestock transport
- Biosecurity protection across the supply chain
- Efficient farm-to-market or farm-to-plant operations
- Trust and transparency with regulators and producers
- Safety and welfare outcomes for animals and people



Leadership & Strategic Roles in Specials

7.73. Head of Special Logistics

(Strategic Leadership • High-Risk Transport • Multi-Sector Special Operations • Compliance & Innovation • Control Tower Governance)

1. Role Purpose

The Head of Special Logistics provides **strategic leadership, operational oversight, and cross-sector governance** for all specialized logistics domains within the organization.

This includes **heavy-haul, abnormal loads, cryogenic transport, hazardous materials, livestock, fine arts, exhibitions, offshore, energy projects, and other non-standard logistics operations.**

The role ensures that every special-category movement is **safe, compliant, commercially optimized, and aligned with organizational strategy.**

This position acts as the **executive owner** of special-operations excellence.

2. Strategic Responsibilities

A. Vision, Strategy & Governance

- Develop and execute the **Special Logistics Strategy** across all business units.
- Define long-term capability roadmaps for:
 - Heavy-haul & abnormal loads
 - Cryogenic & hazardous materials
 - Livestock & agricultural logistics
 - Fine arts & museum logistics
 - Exhibition, touring & entertainment logistics
 - Offshore, energy & project cargo
- Establish governance frameworks, KPIs, and performance dashboards.

B. Cross-Sector Integration

- Harmonize standards, SOPs, and compliance requirements across all special-operations domains.
- Build a unified **Special Logistics Control Tower** for visibility, risk management, and decision support.
- Ensure seamless coordination between:



- Transport
- HSE
- Engineering
- Compliance
- Commercial
- Operations

C. Risk, Safety & Compliance Leadership

- Own the organization's **high-risk logistics risk register**.
- Ensure compliance with:
 - ADR / IMDG / IATA
 - Animal welfare transport laws
 - Cryogenic & hazardous-materials regulations
 - Cultural-heritage and CITES rules
 - Oversize/overweight transport permits
 - Maritime, offshore & energy-sector standards
- Lead incident investigations and corrective-action governance.

D. Innovation, Technology & Digital Transformation

- Champion adoption of:
 - Telematics & IoT monitoring
 - Digital permits & route-planning tools
 - Control-tower platforms
 - Predictive risk analytics
 - Specialized equipment innovations
- Drive sustainability initiatives across special-transport modes.

3. Operational Responsibilities

A. Multi-Domain Operational Oversight

- Oversee execution of all special-category logistics operations.
- Ensure resource allocation across:
 - Escort vehicles & pilot-car teams



- Heavy-haul fleets
- Cryogenic tankers
- Livestock transporters
- Art-handling teams
- Exhibition & touring crews
- Offshore & project-cargo operations

B. High-Risk Movement Authorization

- Act as final approver for:
 - Oversized/overweight convoys
 - Cryogenic or hazardous-materials transfers
 - High-value fine-arts shipments
 - Livestock cross-border movements
 - Offshore load-outs and heavy-lift operations

C. Stakeholder & Client Leadership

- Engage with:
 - Government agencies
 - Port authorities
 - Veterinary & environmental regulators
 - Cultural institutions
 - Energy & industrial clients
- Represent the organization in high-level negotiations and industry forums.

D. Crisis & Emergency Response

- Lead the special-operations emergency response framework.
- Coordinate responses to:
 - Spills
 - Leaks
 - Animal-welfare incidents
 - Art-shipment emergencies
 - Offshore or heavy-lift incidents



- Border or customs disruptions

4. People Leadership

A. Team Development & Capability Building

- Lead a multi-disciplinary team of specialists:
 - Heavy-haul supervisors
 - Pilot-car coordinators
 - Cryogenic transport specialists
 - Livestock transport coordinators
 - Art-handling experts
 - Exhibition/touring logistics managers
 - Tanker & offshore operations specialists
- Build training pathways, certification programs, and succession plans.

B. Culture & Leadership

- Foster a culture of:
 - Safety
 - Professional excellence
 - Compliance
 - Innovation
 - Cross-functional collaboration
- Promote ethical decision-making in high-risk environments.

5. Required Qualifications & Experience

Education

- Degree in Logistics, Engineering, Supply Chain, Maritime Studies, or related field.
- Preferred:
 - MBA or Executive Leadership training
 - HSE certifications
 - Hazardous-materials, cryogenic, or heavy-haul certifications

Experience



- 10–15+ years in specialized logistics, heavy-industry operations, or multi-modal transport.
- Proven leadership of high-risk, multi-domain logistics operations.
- Experience managing cross-border, regulatory-intensive movements.

6. Skills & Competencies

Strategic Skills

- Visionary leadership
- Risk governance
- Regulatory mastery
- Commercial acumen
- Digital transformation capability

Technical Skills

- Deep knowledge of multiple special-transport domains
- Strong understanding of engineering, safety, and compliance
- Expertise in route planning, permits, and specialized equipment

Leadership Skills

- Influential communication
- Crisis leadership
- Stakeholder management
- Team development
- Decision-making under uncertainty

7. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Safety & Compliance	Incident rate, audit results, regulatory compliance
Operational Excellence	On-time performance, risk-mitigation success
Financial Performance	Cost control, margin improvement, asset utilization
Client & Stakeholder Satisfaction	Strategic-account feedback, regulator trust



KPI Category	Example Metrics
Innovation & Capability	Digital adoption, training completion, new capabilities
Crisis Readiness	Response time, drill performance

8. Role Impact

This role directly strengthens:

- Organizational resilience in high-risk logistics
- Strategic differentiation in specialized transport markets
- Compliance leadership and regulatory trust
- Safety culture and operational excellence
- Cross-sector integration and capability growth
- Reputation as a world-class special-operations provider



7.74. Director of Project Cargo

(Strategic Leadership • Heavy-Lift & Oversized Transport • EPC & Industrial Projects • Marine & Port Operations • Global Risk & Compliance)

1. Role Purpose

The Director of Project Cargo provides **strategic, commercial, and operational leadership** for all project-cargo activities across global markets.

The role oversees the planning, execution, and governance of **heavy-lift, oversized, and high-value industrial cargo movements** supporting EPC projects, energy developments, mining expansions, offshore installations, and large-scale infrastructure.

This position acts as the **executive owner of project-cargo excellence**, ensuring safety, compliance, profitability, and flawless delivery.

2. Strategic Responsibilities

A. Project Cargo Strategy & Business Leadership

- Develop and execute the global **Project Cargo Strategy**.
- Build long-term capability in:
 - Heavy-lift engineering
 - Multimodal project logistics
 - Marine chartering
 - Port & terminal operations
 - Route surveys and feasibility studies
- Identify new markets, partnerships, and revenue streams.

B. Commercial & Client Leadership

- Lead commercial strategy for:
 - EPC contractors
 - Oil & gas majors
 - Renewable-energy developers
 - Mining and industrial clients
- Oversee tendering, pricing, and contract negotiations.
- Build strategic relationships with key accounts and project owners.

C. Governance, Compliance & Risk Management

- Own the **project-cargo risk register**.



- Ensure compliance with:
 - Heavy-lift engineering standards
 - Marine and port regulations
 - HSE and hazardous-cargo rules
 - Customs and cross-border requirements
- Approve high-risk movements, lifting plans, and route strategies.

D. Innovation & Digital Transformation

- Champion adoption of:
 - Digital twin route modelling
 - Heavy-lift simulation tools
 - Control-tower visibility platforms
 - IoT-enabled cargo monitoring
- Drive sustainability initiatives in project logistics.

3. Operational Responsibilities

A. End-to-End Project Cargo Oversight

- Oversee planning and execution of:
 - Heavy-lift operations
 - Breakbulk and out-of-gauge shipments
 - Marine chartering (MPP, RORO, barges, heavy-lift vessels)
 - Port load-outs and roll-on/roll-off operations
 - Road convoys and multimodal transfers
- Ensure alignment with project schedules and engineering deliverables.

B. Heavy-Lift Engineering & Technical Assurance

- Review and approve:
 - Lifting plans
 - Transport drawings
 - Route surveys
 - Structural assessments
- Ensure technical integrity and safe execution of complex lifts.



C. Stakeholder & Contractor Management

- Manage relationships with:
 - Heavy-lift carriers
 - Marine charterers
 - Crane and rigging companies
 - Port authorities
 - Surveyors and engineering consultants
- Enforce SLAs and performance standards.

D. Crisis & Incident Leadership

- Lead response to:
 - Cargo damage
 - Vessel delays
 - Port disruptions
 - Route closures
 - Heavy-lift or rigging incidents
- Ensure rapid mitigation and communication with clients.

4. People Leadership

A. Team Development & Capability Building

- Lead teams of:
 - Project cargo managers
 - Heavy-lift engineers
 - Marine chartering specialists
 - Port operations supervisors
 - Route surveyors
 - Project planners
- Build training pathways, certification programs, and succession plans.

B. Culture & Leadership

- Foster a culture of:
 - Safety



- Technical excellence
- Accountability
- Innovation
- Cross-functional collaboration

5. Required Qualifications & Experience

Education

- Degree in Logistics, Engineering, Maritime Studies, Supply Chain, or related field.
- Preferred:
 - MBA or executive leadership training
 - Heavy-lift engineering certification
 - Marine chartering qualifications

Experience

- 10–15+ years in project cargo, heavy-lift, EPC logistics, or industrial transport.
- Proven leadership of multi-modal, high-risk cargo operations.
- Strong commercial and client-facing experience.

6. Skills & Competencies

Strategic Skills

- Visionary leadership
- Commercial acumen
- Risk governance
- Market development
- Digital transformation

Technical Skills

- Heavy-lift engineering knowledge
- Marine chartering and port operations
- Multimodal project logistics
- Route planning and feasibility studies
- Contract and tender management

Leadership Skills



- Influential communication
- Crisis leadership
- Stakeholder management
- Team development
- Decision-making under uncertainty

7. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Safety & Compliance	Incident rate, audit results
Project Delivery	On-time delivery, milestone adherence
Financial Performance	Margin improvement, cost control
Client Satisfaction	Strategic-account feedback
Operational Excellence	Heavy-lift success rate, delay reduction
Innovation & Capability	Digital adoption, new service offerings

8. Role Impact

This role directly strengthens:

- Global competitiveness in project logistics
- Safe and reliable delivery of high-value industrial cargo
- Strategic partnerships with EPC and energy clients
- Technical excellence in heavy-lift and multimodal operations
- Organizational resilience in high-risk environments



7.75. Director of Time Critical Logistics

(Strategic Leadership • Emergency & High-Velocity Supply Chains • Aviation & OBC
• AOG/Medical/Express • Control Tower Governance)

1. Role Purpose

The Director of Time Critical Logistics provides **strategic, commercial, and operational leadership** for all ultra-urgent logistics services, including **AOG (Aircraft on Ground), medical and life-science emergencies, onboard courier (OBC), next-flight-out (NFO), express charter, critical spares, and high-value secure transport.**

The role ensures that every time-critical movement is executed with **speed, precision, compliance, and absolute reliability.**

This position acts as the **executive owner of time-critical performance** across the organization.

2. Strategic Responsibilities

A. Time-Critical Strategy & Business Leadership

- Develop and execute the global **Time Critical Logistics Strategy.**
- Build long-term capability in:
 - Aviation-based express solutions
 - OBC networks
 - AOG and critical-spares logistics
 - Medical and life-science emergency transport
 - High-value secure express
 - Control-tower and rapid-response operations
- Identify new markets, partnerships, and service innovations.

B. Commercial & Client Leadership

- Lead commercial strategy for:
 - Aerospace and MRO clients
 - Medical, biotech, and pharmaceutical companies
 - Automotive OEMs and Tier-1 suppliers
 - High-tech and semiconductor clients
 - Energy and offshore operators
- Oversee tendering, pricing, and contract negotiations.



- Build strategic relationships with key accounts requiring 24/7 support.

C. Governance, Compliance & Risk Management

- Own the **time-critical risk register**.
- Ensure compliance with:
 - Aviation regulations
 - Dangerous goods (DG) rules
 - GDP (Good Distribution Practice) for medical shipments
 - Customs and cross-border requirements
 - Security and chain-of-custody standards
- Approve high-risk or high-value emergency movements.

D. Innovation & Digital Transformation

- Champion adoption of:
 - Real-time tracking and IoT sensors
 - Predictive ETA and disruption-management tools
 - AI-driven routing and capacity optimization
 - Digital control-tower platforms
- Drive sustainability initiatives in express and aviation logistics.

3. Operational Responsibilities

A. End-to-End Time-Critical Oversight

- Oversee execution of:
 - Next-flight-out (NFO) shipments
 - Onboard courier (OBC) missions
 - Air charters and helicopter charters
 - AOG and critical-spares deliveries
 - Medical emergencies (organs, blood, clinical samples)
 - High-value secure express
- Ensure 24/7 operational readiness and rapid-response capability.

B. Control Tower & Rapid-Response Leadership

- Lead the **Time Critical Control Tower**, ensuring:



- Real-time visibility
- Proactive disruption management
- Rapid decision-making
- Escalation and communication protocols
- Maintain global coverage across time zones.

C. Aviation, Road & Multimodal Coordination

- Oversee relationships with:
 - Airlines and charter operators
 - OBC networks
 - Express road fleets
 - Customs brokers
 - Airport ground handlers
- Ensure capacity availability for urgent missions.

D. Crisis & Incident Leadership

- Lead response to:
 - Flight cancellations
 - Border delays
 - DG or medical-cargo incidents
 - Security breaches
 - High-value cargo disruptions
- Ensure rapid mitigation and transparent client communication.

4. People Leadership

A. Team Development & Capability Building

- Lead teams of:
 - Time-critical operations managers
 - OBC coordinators
 - AOG specialists
 - Medical logistics experts
 - Charter desk teams



- Control-tower analysts
- Build training pathways, certification programs, and succession plans.

B. Culture & Leadership

- Foster a culture of:
 - Speed
 - Precision
 - Safety
 - Accountability
 - Calm under pressure
 - Customer obsession

5. Required Qualifications & Experience

Education

- Degree in Logistics, Aviation, Supply Chain, Business, or related field.
- Preferred:
 - MBA or executive leadership training
 - Aviation or DG certifications
 - GDP or life-science logistics training

Experience

- 10–15+ years in time-critical, aviation, express, or emergency logistics.
- Proven leadership of 24/7 global operations.
- Strong commercial and client-facing experience in high-urgency sectors.

6. Skills & Competencies

Strategic Skills

- Visionary leadership
- Commercial acumen
- Risk governance
- Market development
- Digital transformation

Technical Skills



- Deep understanding of aviation and express logistics
- Knowledge of DG, GDP, and customs regulations
- Expertise in OBC, NFO, and charter operations
- Strong control-tower and disruption-management capability

Leadership Skills

- Influential communication
- Crisis leadership
- Stakeholder management
- Team development
- Decision-making under extreme time pressure

7. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Speed & Reliability	On-time performance, mission success rate
Safety & Compliance	DG/GDP compliance, audit results
Financial Performance	Margin improvement, cost control
Client Satisfaction	Strategic-account feedback
Operational Excellence	Disruption-resolution speed, control-tower accuracy
Innovation & Capability	Digital adoption, new service offerings

8. Role Impact

This role directly strengthens:

- Global competitiveness in time-critical logistics
- Safety, reliability, and speed in high-urgency operations
- Strategic partnerships with aerospace, medical, and high-tech clients
- Organizational resilience in crisis environments
- Reputation as a world-class emergency-logistics provider



7.76. Global Head of Dangerous Goods

(Global DG Governance • Multimodal Compliance • Safety Leadership • Regulatory Strategy • High-Risk Cargo Oversight)

1. Role Purpose

The Global Head of Dangerous Goods provides **strategic, regulatory, and operational leadership** for all dangerous-goods activities across the organization.

The role ensures that every DG movement from **Class 1 explosives to Class 9 lithium batteries** is handled **safely, legally, and consistently** across global operations.

This position acts as the **executive authority** for DG compliance, safety, and risk governance worldwide.

2. Strategic Responsibilities

A. Global DG Strategy & Governance

- Develop and implement the global **Dangerous Goods Strategy** across all business units.
- Establish DG governance frameworks, policies, and global SOPs.
- Define long-term capability roadmaps for:
 - Air DG
 - Ocean DG (IMDG)
 - Road DG (ADR)
 - Rail DG (RID)
 - Warehouse DG storage
 - Lithium-battery compliance
 - High-risk cargo (Class 1, Class 7)

B. Regulatory Leadership & External Representation

- Serve as the organization's primary interface with:
 - IATA
 - ICAO
 - IMO
 - UN Sub-Committee of Experts on TDG
 - National competent authorities
- Monitor regulatory changes and lead global implementation.



- Represent the company in DG working groups, industry forums, and regulatory consultations.

C. Global Risk & Safety Governance

- Own the **DG risk register** and global risk-mitigation strategy.
- Ensure compliance with:
 - IATA DGR
 - IMDG Code
 - ADR/RID
 - 49 CFR (US)
 - Local DG laws and permits
- Approve high-risk shipments, exemptions, and special-permit applications.
- Lead investigations into DG incidents, near misses, and regulatory breaches.

D. Digital Transformation & Innovation

- Champion adoption of:
 - DG automation and e-documentation
 - Digital acceptance tools
 - AI-based DG classification and screening
 - IoT sensors for temperature, shock, and leakage
- Drive global standardization and system integration.

3. Operational Responsibilities

A. Multimodal DG Oversight

- Oversee DG operations across:
 - Air cargo terminals
 - Seaports and container yards
 - Road fleets and cross-border corridors
 - Rail hubs
 - Warehouses and DG storage facilities
- Ensure consistent global execution and compliance.

B. DG Acceptance, Screening & Packaging Governance



- Define global standards for:
 - DG acceptance checks
 - Packaging and UN-specification compliance
 - Marking, labeling, and documentation
 - Lithium-battery testing and declarations
- Ensure global alignment with carrier and regulatory requirements.

C. Training, Certification & Competency Management

- Own the global DG training framework.
- Ensure all personnel meet:
 - IATA Category training
 - IMDG function-specific training
 - ADR/RID driver and handler requirements
- Build advanced training pathways for DG specialists and inspectors.

D. Crisis & Emergency Response Leadership

- Lead global response to:
 - DG leaks, spills, fires, or contamination
 - Lithium-battery thermal events
 - Airside or landside DG emergencies
 - Regulatory detentions or shipment rejections
- Coordinate with emergency services, regulators, and senior leadership.

4. People Leadership

A. Global Team Leadership

- Lead a global network of:
 - DG Managers
 - DG Specialists
 - DG Inspectors
 - Compliance auditors
 - Regional DG trainers
- Build a culture of safety, compliance, and operational excellence.



B. Capability Building & Succession Planning

- Develop global DG competency frameworks.
- Build talent pipelines for future DG leaders.
- Ensure consistent performance management across regions.

5. Required Qualifications & Experience

Education

- Degree in Logistics, Chemistry, Engineering, Safety Management, or related field.
- Preferred:
 - Advanced DG certifications (IATA/IMDG/ADR)
 - HSE or risk-management qualifications
 - MBA or executive leadership training

Experience

- 12–18+ years in dangerous-goods, compliance, aviation, maritime, or high-risk logistics.
- Proven leadership of global or multi-regional DG operations.
- Experience interacting with regulators and industry bodies.

6. Skills & Competencies

Strategic Skills

- Regulatory leadership
- Risk governance
- Global policy development
- Digital transformation
- Commercial and stakeholder influence

Technical Skills

- Deep understanding of DG classification, packaging, and multimodal rules
- Expertise in lithium-battery compliance
- Strong knowledge of emergency response and incident management
- Familiarity with DG storage, segregation, and warehouse safety

Leadership Skills



- Crisis leadership
- Cross-cultural communication
- Team development
- Executive decision-making
- High-stakes stakeholder management

7. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Safety & Compliance	DG incident rate, audit findings, regulatory compliance
Operational Excellence	Acceptance accuracy, shipment rejection rate
Training & Competency	Certification compliance, training completion
Regulatory Engagement	Successful audits, regulatory approvals
Digital & Innovation	Adoption of DG digital tools, automation rate
Global Consistency	SOP adherence, regional alignment

8. Role Impact

This role directly strengthens:

- Global DG compliance and regulatory trust
- Safety and risk governance across all transport modes
- Operational reliability for high-risk cargo
- Strategic partnerships with regulators and industry bodies
- Organizational resilience in hazardous-materials logistics
- Reputation as a world-class DG-compliant operator



7.77. Head of Cold Chain & Pharma Logistics

(Strategic Leadership • GDP Compliance • Temperature-Controlled Supply Chains • Life-Sciences Logistics • Quality & Risk Governance)

1. Role Purpose

The Head of Cold Chain & Pharma Logistics provides **strategic, operational, and regulatory leadership** for all temperature-controlled and pharmaceutical logistics activities.

The role ensures that products requiring **2–8°C, -20°C, -80°C, cryogenic, ambient-controlled, or ultra-cold chain** conditions are transported, stored, and handled with **absolute integrity, compliance, and reliability**.

This position acts as the **executive owner of cold-chain excellence** across the organization.

2. Strategic Responsibilities

A. Cold Chain & Pharma Strategy Development

- Define and execute the global **Cold Chain & Pharma Logistics Strategy**.
- Build long-term capability in:
 - Temperature-controlled transport
 - GDP-compliant warehousing
 - Clinical-trial logistics
 - Cell & gene therapy supply chains
 - Cryogenic and LN₂-based distribution
 - Pharma packaging and passive/active container solutions
- Identify new markets, partnerships, and service innovations.

B. Regulatory & Quality Governance

- Ensure compliance with:
 - GDP (Good Distribution Practice)
 - GMP interfaces
 - WHO guidelines
 - FDA, EMA, MHRA, and other regulatory bodies
 - Cold-chain validation and qualification standards
- Own the **quality management system (QMS)** for pharma logistics.



- Approve deviations, CAPAs, and change-control processes.

C. Risk Management & Product Integrity

- Own the **cold-chain risk register**.
- Ensure:
 - Temperature-excursion prevention
 - Real-time monitoring and alarm management
 - Chain-of-custody integrity
 - Secure handling of controlled substances
- Lead investigations into temperature excursions or quality incidents.

D. Digital Transformation & Innovation

- Champion adoption of:
 - IoT temperature sensors
 - Real-time visibility platforms
 - Predictive analytics for excursion prevention
 - Digital QMS and e-documentation
 - Smart packaging and reusable cold-chain solutions
- Drive sustainability initiatives in temperature-controlled logistics.

3. Operational Responsibilities

A. End-to-End Cold Chain Oversight

- Oversee operations across:
 - Temperature-controlled warehouses
 - Pharma distribution centers
 - Reefer fleets and active containers
 - Clinical-trial depots
 - Cryogenic storage and LN₂ transport
- Ensure flawless execution of storage, handling, and transport.

B. Pharma Transport & Distribution

- Lead multimodal pharma logistics:
 - Air freight (active/passive containers)



- Road reefer networks
 - Ocean reefer containers
 - Last-mile medical distribution
- Ensure validated processes and qualified equipment.

C. Clinical Trials & Specialty Logistics

- **Oversee:**
 - Investigator-site supply
 - Sample returns
 - Direct-to-patient (DTP) deliveries
 - Controlled-temperature packaging
- Ensure compliance with clinical-trial protocols and sponsor requirements.

D. Vendor & Partner Management

- **Manage relationships with:**
 - Airlines and active-container providers
 - Packaging manufacturers
 - Temperature-monitoring technology vendors
 - 3PL/4PL partners
 - Pharma manufacturers and CROs
- Enforce SLAs and quality agreements.

E. Crisis & Incident Leadership

- **Lead response to:**
 - Temperature excursions
 - Equipment failures
 - Regulatory findings
 - Supply-chain disruptions
- Ensure rapid mitigation and transparent communication with clients and regulators.

4. People Leadership

A. Team Development & Capability Building



- Lead teams of:
 - Cold-chain operations managers
 - GDP quality specialists
 - Pharma warehouse supervisors
 - Clinical-trial logistics coordinators
 - Temperature-monitoring analysts
- Build training pathways, certification programs, and succession plans.

B. Culture & Leadership

- Foster a culture of:
 - Quality
 - Compliance
 - Patient safety
 - Operational excellence
 - Continuous improvement

5. Required Qualifications & Experience

Education

- Degree in Supply Chain, Pharmacy, Life Sciences, Engineering, or related field.
- Preferred:
 - Advanced GDP/GMP training
 - Quality-management certifications
 - MBA or executive leadership training

Experience

- 10–15+ years in cold-chain, pharma, or life-sciences logistics.
- Proven leadership of temperature-controlled operations.
- Experience with regulatory inspections and quality systems.

6. Skills & Competencies

Strategic Skills

- Regulatory leadership
- Quality governance



- Risk management
- Digital transformation
- Commercial acumen

Technical Skills

- Deep understanding of cold-chain technologies
- Knowledge of GDP/GMP and pharma regulations
- Expertise in temperature-monitoring systems
- Familiarity with clinical-trial logistics and cryogenic operations

Leadership Skills

- Influential communication
- Crisis leadership
- Stakeholder management
- Team development
- Decision-making under pressure

7. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Quality & Compliance	GDP audit results, deviation rate
Product Integrity	Temperature-excursion rate, chain-of-custody accuracy
Operational Excellence	On-time delivery, equipment uptime
Financial Performance	Cost control, margin improvement
Client Satisfaction	Pharma-client feedback, SLA adherence
Innovation & Capability	Digital adoption, new service offerings

8. Role Impact

This role directly strengthens:

- Patient safety and product integrity
- Regulatory trust and audit readiness
- Global competitiveness in pharma logistics
- Operational excellence in temperature-controlled supply chains



- Innovation in cold-chain technologies and processes
- Reputation as a world-class life-sciences logistics provider

7.78. Director of Secure Transport

(Strategic Security Leadership • High-Value Logistics • Risk Governance • Compliance • Protective Transport Operations)

1. Role Purpose

The Director of Secure Transport provides **strategic, operational, and regulatory leadership** for all secure-transport activities across the organization.

The role ensures that high-value, sensitive, or security-critical cargo is transported with **maximum protection, confidentiality, compliance, and operational precision**.

This position acts as the **executive authority** for security, governance, risk management, and service excellence.

2. Strategic Responsibilities

A. Secure-Transport Strategy & Governance

- Develop and execute the global **Secure Transport Strategy**.
- Define security standards for:
 - Cash-in-transit (CIT)
 - Precious metals and gemstones
 - High-value electronics
 - Pharmaceuticals and controlled substances
 - Sensitive documents and data carriers
 - Defense and restricted cargo
- Establish global SOPs, security protocols, and escalation frameworks.

B. Risk, Security & Compliance Leadership

- Own the **secure-transport risk register**.
- Ensure compliance with:
 - Security regulations and licensing



- Chain-of-custody requirements
- Controlled-substance and restricted-cargo rules
- Customs and cross-border security laws
- Insurance and liability standards
- Approve high-risk movements, escorts, and armed-transport deployments.

C. Regulatory & External Engagement

- Serve as the organization's interface with:
 - Law-enforcement agencies
 - Customs and border authorities
 - Security regulators
 - Insurance underwriters
 - High-value cargo clients
- Lead audits, inspections, and regulatory reviews.

D. Digital Transformation & Security Technology

- Champion adoption of:
 - GPS and telematics tracking
 - Geofencing and route-deviation alerts
 - Secure-container and smart-lock technology
 - Real-time control-tower visibility
 - AI-based threat detection and predictive analytics
- Drive innovation in secure-transport equipment and protocols.

3. Operational Responsibilities

A. End-to-End Secure-Transport Oversight

- Oversee operations across:
 - Armored fleets
 - Secure vans and escort vehicles
 - High-value air cargo
 - Secure warehousing and vaults
 - Last-mile secure distribution



- Ensure flawless execution of chain-of-custody and security procedures.

B. Route Planning & Threat Assessment

- Approve:
 - Secure routes
 - Escort requirements
 - Driver assignments
 - Risk-mitigation measures
- Conduct threat assessments for:
 - High-value shipments
 - Sensitive locations
 - Cross-border movements

C. Incident Response & Crisis Leadership

- Lead response to:
 - Theft attempts
 - Hijacking or robbery
 - Tampering or intrusion
 - Route deviations
 - Security breaches
- Coordinate with law enforcement and internal crisis teams.

D. Vendor & Partner Management

- Manage relationships with:
 - Armored-transport providers
 - Security contractors
 - Aviation and high-value cargo carriers
 - Insurance and risk-assessment partners
- Enforce SLAs and security-performance standards.

4. People Leadership

A. Team Development & Capability Building

- Lead teams of:



- Secure-transport managers
- Armored-fleet supervisors
- Security officers and escorts
- Control-tower analysts
- Compliance and audit specialists
- Build training pathways for high-risk operations.

B. Culture & Leadership

- Foster a culture of:
 - Security
 - Integrity
 - Confidentiality
 - Professional discipline
 - Zero-tolerance for procedural deviation

5. Required Qualifications & Experience

Education

- Degree in Security Management, Logistics, Criminal Justice, Risk Management, or related field.
- Preferred:
 - Security-industry certifications
 - Risk-management qualifications
 - MBA or executive leadership training

Experience

- 10–15+ years in secure transport, high-value logistics, security operations, or risk-sensitive supply chains.
- Proven leadership of multi-regional or global secure-transport operations.
- Experience working with law enforcement and regulatory bodies.

6. Skills & Competencies

Strategic Skills

- Security governance
- Risk leadership



- Regulatory mastery
- Commercial acumen
- Digital transformation

Technical Skills

- Deep understanding of secure-transport operations
- Knowledge of armored-fleet management
- Expertise in chain-of-custody and restricted-cargo rules
- Familiarity with threat assessment and incident response

Leadership Skills

- Crisis leadership
- Stakeholder influence
- Team development
- High-stakes decision-making
- Cross-functional collaboration

7. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Security Performance	Incident rate, breach prevention, audit results
Operational Excellence	On-time secure delivery, route adherence
Risk Management	Threat-mitigation success, insurance claims
Financial Performance	Cost control, margin improvement
Client Satisfaction	High-value client feedback, SLA compliance
Innovation & Capability	Adoption of security tech, new service offerings

8. Role Impact

This role directly strengthens:

- Protection of high-value and sensitive cargo
- Organizational resilience against security threats
- Regulatory trust and audit readiness
- Client confidence in secure-transport services



- Operational excellence in high-risk environments
- Reputation as a world-class secure-logistics provider



7.79. VP Industrial Projects

(Executive Leadership • EPC & Energy Projects • Heavy-Lift & Project Cargo • Global Strategy • Commercial & Technical Governance)

1. Role Purpose

The VP Industrial Projects provides **executive leadership, strategic direction, and global oversight** for all industrial-project logistics activities.

The role ensures the safe, profitable, and technically sound execution of **heavy-lift, oversized, breakbulk, and multimodal project-cargo operations** supporting EPC megaprojects, energy developments, mining expansions, and large-scale infrastructure.

This position acts as the **executive owner of the Industrial Projects business unit**, driving growth, capability, and operational excellence worldwide.

2. Strategic Responsibilities

A. Global Industrial Projects Strategy

- Develop and execute the global **Industrial Projects Strategy**.
- Define long-term capability roadmaps for:
 - Heavy-lift engineering
 - Marine chartering
 - Port & terminal project operations
 - Multimodal project logistics
 - Route surveys and feasibility studies
 - Digital project-cargo control towers
- Align strategy with corporate growth, sustainability, and innovation goals.

B. Market Development & Commercial Leadership

- Lead global commercial strategy for:
 - EPC contractors
 - Oil & gas majors
 - Renewable-energy developers
 - Mining and industrial clients
 - Government infrastructure programs
- Oversee major tenders, pricing models, and contract negotiations.
- Build strategic partnerships with carriers, ports, engineering firms, and project owners.

C. Governance, Compliance & Risk Management



- Own the **global project-cargo risk register**.
- Ensure compliance with:
 - Heavy-lift engineering standards
 - Marine and port regulations
 - HSE and hazardous-cargo rules
 - Customs and cross-border requirements
- Approve high-risk movements, lifting plans, and route strategies.
- Lead executive-level incident reviews and corrective-action governance.

D. Digital Transformation & Innovation

- Champion adoption of:
 - Digital twin route modelling
 - Heavy-lift simulation tools
 - IoT-enabled cargo monitoring
 - Control-tower visibility platforms
 - Predictive analytics for risk and schedule performance
- Drive sustainability initiatives in industrial-project logistics.

3. Operational Responsibilities

A. Global Oversight of Project Execution

- Oversee planning and execution of:
 - Heavy-lift operations
 - Breakbulk and out-of-gauge shipments
 - Marine chartering (MPP, RORO, barges, heavy-lift vessels)
 - Port load-outs and roll-on/roll-off operations
 - Road convoys and multimodal transfers
- Ensure alignment with EPC schedules, engineering deliverables, and construction milestones.

B. Technical Assurance & Engineering Governance

- Review and approve:
 - Lifting plans
 - Transport drawings
 - Route surveys



- Structural assessments
- Ensure technical integrity and safe execution of complex lifts and moves.

C. Global Stakeholder & Contractor Management

- Manage relationships with:
 - Heavy-lift carriers
 - Marine charterers
 - Crane and rigging companies
 - Port authorities
 - Surveyors and engineering consultants
- Enforce SLAs, performance standards, and commercial discipline.

D. Crisis & Incident Leadership

- Lead response to:
 - Cargo damage
 - Vessel delays
 - Port disruptions
 - Route closures
 - Heavy-lift or rigging incidents
- Ensure rapid mitigation and transparent communication with clients and executives.

4. People Leadership

A. Global Team Leadership

- Lead regional and global teams of:
 - Project cargo directors
 - Heavy-lift engineers
 - Marine chartering specialists
 - Port operations managers
 - Route surveyors
 - Project planners
- Build a high-performance, safety-driven, technically excellent culture.

B. Capability Building & Talent Development

- Develop global training pathways and certification programs.
- Build succession plans for key technical and commercial roles.



- Strengthen cross-regional collaboration and knowledge sharing.

5. Required Qualifications & Experience

Education

- Degree in Logistics, Engineering, Maritime Studies, Supply Chain, or related field.
- Preferred:
 - MBA or executive leadership training
 - Heavy-lift engineering certification
 - Marine chartering qualifications

Experience

- 15+ years in industrial projects, heavy-lift, EPC logistics, or multimodal project cargo.
- Proven leadership of global or multi-regional project-cargo operations.
- Strong commercial and client-facing experience with EPC and energy clients.

6. Skills & Competencies

Strategic Skills

- Visionary leadership
- Market development
- Risk governance
- Commercial strategy
- Digital transformation

Technical Skills

- Heavy-lift engineering knowledge
- Marine chartering and port operations
- Multimodal project logistics
- Route planning and feasibility studies
- Contract and tender management

Leadership Skills

- Executive communication
- Crisis leadership
- Stakeholder influence
- Team development
- High-stakes decision-making



7. Key Performance Indicators (KPIs)

KPI Category	Example Metrics
Safety & Compliance	Incident rate, audit results
Project Delivery	On-time delivery, milestone adherence
Financial Performance	Margin growth, cost control
Client Satisfaction	Strategic-account feedback
Operational Excellence	Heavy-lift success rate, delay reduction
Innovation & Capability	Digital adoption, new service offerings

8. Role Impact

This role directly strengthens:

- Global competitiveness in industrial-project logistics
- Technical excellence in heavy-lift and multimodal operations
- Strategic partnerships with EPC and energy clients
- Organizational resilience in high-risk environments
- Reputation as a world-class industrial-projects provider



Last Word:

Honouring the Specialists Who Keep Transport Moving

The transport and logistics sector is often described as a vast network of routes, vehicles, and systems. But at its core, it is powered by people highly skilled specialists whose expertise ensures that goods move safely, efficiently, and reliably across the world. This book has brought those roles into focus, shining a light on the unique professions that rarely make headlines but are essential to the functioning of global trade.

From dredge operators to AOG specialists, from push boat operators to maritime safety experts, from heavy-lift coordinators to digital logistics innovators each role represents a blend of technical mastery, operational discipline, and human judgment that no machine can fully replace. These are the individuals who step in when the job is too complex, too urgent, or too critical for standard procedures. They are the problem-solvers, the troubleshooters, the guardians of safety, and the enablers of continuity.

Specialized jobs in transport and logistics demand more than competence; they require passion, resilience, and a deep understanding of the systems they support. They bridge the gap between theory and reality, between planning and execution, between expectation and delivery. Their work is often invisible, yet their impact is felt everywhere from the stability of supply chains to the safety of waterways, from the reliability of aircraft to the efficiency of ports and terminals.

As the industry evolves through automation, digitalization, and sustainability initiatives, these specialists will remain at the forefront of innovation. Their roles will adapt, expand, and redefine what expertise means in a world of constant change. But one truth will endure: **the transport and logistics sector will always rely on people with extraordinary skills and unwavering commitment.**

May this book serve not only as a reference, but as a tribute to the specialists who keep the world connected, who solve the impossible, and who ensure that transport never stops moving.

**The future of logistics belongs to those who master the extraordinary.
The specialists in these pages are already leading the way.**