

Business Development Manager-Special Services

Job Title	Business Development Manager-Special Services		
Division	Corporate		
Department	Corporate		
Section	Corporate		
Location	IBU-UAE	Direct Reports	DG Handling Agent
Reports To	Director Sales, Marketing & IBU		Version Number 1
External Relations	and suppliers, External Training Institutes, Govern		Guide Number
Internal Relations			Job Code

Basic Function

Monitoring, supervising and managing the DG movement, Creating, Defining, enhancing and managing division policies and procedures in accordance with the Government policies and requirements. Sorting and output of DG functions of the location within the region to ensure a high level of service quality. Drive and promote SMSA vision, culture and values. Developing a competent team to grow in the DG environment in order to grow DG business for the organization.

KEY Responsibilities

Core

- Below are Key Responsibilities:
- Creating, defining, enhancing and managing division policies and procedures.
- Developing team to promote and be complaint with regional DG regulations.
- Maintain, develop and enhance SMSA DG network worldwide.
- Expand DG service offering in Countries where SMSA has presence.
- Manage the operations of DG directly and/or in coordination with other departments and ensure compliance
- Coordinating and ensuring quality assurance for the DG program's operational workflow
- Managing the DG agreed plan for services, coverage and new countries expansion
- Supporting the sales team by training coaching to achieve revenue target by providing sales support (training, coaching, co-visits) and providing timely quotes and response to queries.
- Making recommendations to leadership on opportunities for risk mitigation.
- Serve as primary point of contact for any issues relating to the transportation of Dangerous Goods, complying regulations of IATA, ADR, GAACA, GCAA etc.
- Ensure compliance with all local, state, and regulatory agencies for shipping DG
- Updating and maintaining DG Standard Operating Procedure
- Identify and lead dangerous goods improvement projects to drive towards a best-in- class dangerous goods compliance program

- Obtain/maintain Company DG certification for all applicable Countries.
- Develop and maintain solid relationships and remediate concerns internally and externally
- Coordinating with the BD Engineer regarding the execution of the preventive/corrective activities prior to authority inspections
- Actively participates in the development and implementation of DG trainings & programs and lead audits / inspections.
- Proactive in incident reporting & investigation.
Upgrade various existing DG locations of SMSA as per standards.

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices

Competencies - Professional and Technical	
Behavioral Competencie	
Adaptability	Level 3
Communication	Level 2
Conflict Management	Level 2
Planning & Organizing	Level 1
Risk Management	Level 1
Team Leadership	Level 2
Teamwork	Level 3
Technical Competencie	
Competition Knowledge	Advanced
Compliance Management Knowledge	Advanced
Dangerous Goods Knowledge	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
Portal & Application Framework Knowledge	Advanced
Product Knowledge	Advanced
Sales Knowledge (Stages of Sales Process)	Beginner
Competencies – EHS	
Knowledge of basic environment health and safety requirements EHS corporate objectives awareness Awareness of EHS requirements in the QEHS management systems Have attended EHS awareness training (if applicable) Awareness of Environment Health Safety incident reporting	
Organizational Competencies	
Intermediate <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
Decision Making	
Key Performance Indicators (KPIs)	
Abide by the goal setting forms (Individual KPI'S) of the current financial year	
Qualification : Education and Experience	
Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent. & or Any specialized positions like Pharmacist, Brand Advisor etc. must have degree in their specific field), Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry. <div style="text-align: center;">or</div> Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position <div style="text-align: center;">or</div> Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in	

Level-04 position

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
Updated by:	Date:	Approved by:	Date:
Employee Name:			

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.
Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: