

Trace Officer

Job Title	Trace Officer		
Division	Customer Service		
Department	Customer Service		
Section	Customer Service		
Location	IBU-UAE	Direct Reports	
Reports To	Manager-Customer Service & SSC		Version Number 1
External Relations	Customers		Guide Number
Internal Relations	Operations, Sales, SSC		Job Code

Basic Function

Trace Officer is primary responsible to update all traces assigned/unassigned at regular intervals. Call Back process within time frame. Follow up traces. Timely communication for problem resolution. Maintain quality feedback on trace to resolve the issue. Timely follow-up with customer.

KEY Responsibilities

Core

- Responsible to update all traces at regular intervals.
- Manage for the tickets to be action within 24 Hrs.
- Traces should be updated with complete details from Customer. Follow up the trace based on the purpose the trace is opened.
- Coordinate with destination on Customs paperwork's for held shipments. Timely communication through Email/Core Tickets/Telephone with relative departments for problem resolution.
- Review all traces at least 2 times daily.
- Confirm delivery instructions with customer.
- Maintaining Quality feedback on trace resolve the issue.
- Follow up with customer as per standard.
- All tickets should be actioned within 24Hrs.
- Coordinate with related department to solve any issues.
- Process all RPI/RPR/RPD request.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.

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 Competencies

Adaptability	Level 3
Communication	Level 3
Initiative	Level 3
Stress Management	Level 3
Teamwork	Level 3

Technical Competencies

Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (English)	Intermediate
Learning & Development Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Intermediate

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

Beginner

*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

Decision Making

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 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: