

Freight Coordinator –Sales

Job Title	Freight Coordinator –Sales		
Division	Smsa Freight-Sales		
Department	Smsa Freight-Sales		
Section	Smsa Freight-Sales		
Location	IBU-UAE	Direct Reports	
Reports To	Manager Freight	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	All Departments	Job Code	

Basic Function

Performs sales office administration tasks, sales reports and analysis, filling's and executive secretary duties for the Sales Manager/Industry Manager. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Maintain record and filing of important documents and communications
- Generate report and analysis required by the region or the country
- Monitor team's progress, identify shortcomings and propose improvements
- Handles & process sales documents with accuracy and timeliness
- Monitor the team's progress, identify shortcomings and propose improvements
- Assist in the preparation, and organizing of promotional material
- Perform standard office procedures including scheduling appointments, answering phones for direct manager
- Raise tickets for requesting of supplies
- Monitoring of the sales team attendance
- Coordination with any related department
- Ensure smooth operation of the country sales office
- Prepare and submit required reports in a timely manner
- Contributes to the department performance by achieving individual KPI objectives set for the year
- Ensure that policies and procedures are followed
- Ensure efficient and effective flow of the sales processes within SMSA
- Performs other assignments as required
- Responsible for contracts accuracy and filling's
- Support sales with all required analysis and trend reports per individual area and territory

- Communicate with finance and IT to provide account number, user name and password to sales for new contracts
- Responsible on consolidating sales reports required by the direct manager
- Schedule reminders for sales review and meeting invitations for direct manager
- Scrutinize Individual KPI's of Sales Team & Ensure to be completed at the given time.
- Procure rates from the overseas agents and quote the client on timely basis
- Send DSR to the assigned clients
- Coordinate with operation department to pass on the relevant information to the client and sales team
- Provide necessary support to the sales team
- Take up additional task/project as and when the reporting manager instructs

General

- Provide necessary support to the sales team.

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

Initiative	Level 2
Resource Management	Level 2
Stress Management	Level 2
Teamwork	Level 3

Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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: