

Manager-Freight			
Job Title	Manager-Freight		
Division	Smsa Freight-Sales		
Department	Smsa Freight-Sales		
Section	Smsa Freight-Sales		
Location	IBU-UAE	Direct Reports	Account Manager
Reports To	Country General Manager	Version Number	1
External Relations	Customers,3rd Party	Guide Number	
Internal Relations	Operations, Finance, HR & Admin	Job Code	

### Basic Function

To ensure that freight customers are well transitioned and served from/in the destination or managing branch. To further its responsibilities of the Freight Manager to generate and retain freight business. Develop the freight product in the marketplace through focus on Operations, Finances, Sales, People, Systems, and Culture in adherence to the company's policy and procedures.

### KEY Responsibilities

#### Core

- Support in securing expanding freight business and expand and support the plans laid down by the company to diversity its overall business and consolidate its position globally.
- Prepare and execute annual plan of Business Development.
- Monitor the KPI's and services level.
- Identifying business opportunities that are in line with the organization's strategic direction to optimize the sustainable growth of the organization.
- Focus on improving freight network and thus benefiting in gaining better long terms competitive rates to support air import enquiries generate by the Sales Team.
- Responsible for the up-skilling of the current team through an active attitude towards coaching, mentoring and development.
- Develop and grow relationships with 3rd party suppliers (air, road and sea) in order to secure the most cost effective rates for our business.
- Be in communication with regular Senior Business stakeholders and attend meetings as required.
- Offer strategic business direction through the collection and analysis of business statistics.
- Ensure a quality service is proved to our customers in line with our SLA's.
- Generate new business relationship through active promotion of our brand.

#### Development

- Executing business plan to achieve revenue target.
- Suggest and recommendation for upon management request.
- Enhance existing services.

- Wider market coverage in road and air freight.
- Improving customers experience by enhancing our helpdesk team capabilities and knowledge.
- Manage and handling to ensure team members target is achieved.
- Create new ideas for developing new or current businesses.
- Develop analysis of performance and recommend areas for improvement.
- Conduct research and analysis on industries, markets, and target clients to identify potential needs, trends, and business development opportunities.

#### General

- Coordinate with related department and client to solve any issues for shipments or process of deal.

#### 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 4
Decision Making	Level 4
Networking/Relationship building	Level 4
Organizational & Environmental Awareness	Level 4
Planning & Organizing	Level 4
Visioning & strategic Direction	Level 4

### 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

*\*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

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

\*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>
<b>Employee Name:</b>			

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.

<b>Signature:</b>	<b>Date:</b>