

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

#### Basic Function

Receive customers and assist them to choose the service. Perform all the shipping/delivery operations process as per Retail P&P. prepare the required reports. Deposit cash on time. Fully understand, drive and promote SMSA vision, culture and values.

#### KEY Responsibilities

##### Core

- Greeting customers who enter the Retail and provide courteous treatment.
- Maintain supply in stock control and management.
- Responsible for processing cash and card payments.
- Reporting discrepancies and problems to the supervisor.
- Gives advice and guidance on product selection to customers.
- Balancing cash registers with receipts.
- Keep the Retail tidy and clean.
- Responsible dealing with customer complaints.
- Works within the given guidelines.
- Responsible for security within the Retail.
- Receive and store the HAL shipment.
- Keeping up to date with company promotions and putting up displays.
- Receive shipments from customers in Retail center.
- Provide customer service, including anticipating customer needs, suggesting alternatives and problem solving
- Take customer orders, give pricing information, perform consultative selling to customers, and recommend Office products and services.
- Maintain retail equipment's and supplies
- Operate the Point of Sale terminal (POS).
- Assist customers by suggesting appropriate shipping methods.

- Maintains inventory of supplies.
- Perform accurate scans packages according to established procedures.
- Ensure that packages conform to standards in terms of packaging, labeling, and paperwork.
- Ensure proper maintain Pick up Manifest and Inbound out bound shipments Data.
- Answer customers' questions on SMSA services and keeps them informed of current and new services.
- Maintenance filing records for accounting section.
- Reconciling daily debit/credit card transactions.
- Provide customer assistance whenever needed.
- Ensure a daily cash sale is remitted.
- Report the daily cash sales /Routine visit to the supervisor.
- Perform other assignments as required.

### General

- Ensure efficient and effective flow of the retails processes within SMSA.
- Coordinate with related department to solve any issues of retails.

### 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
Continuous Learning	Level 3
Stress Management	Level 3

### Technical Competencies

Handling Customer Complaint Knowledge	Advanced
Knowledge of customs procedure	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

### 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:

<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>