

DG Handling Agent			
Job Title	DG Handling Agent		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	
Reports To	Business Development Manager-Special Service	Version Number	1
External Relations	, External Training Institutes, Government Author	Guide Number	
Internal Relations	ations, QRM, Training, Compliance, Sales, Wareh	Job Code	

Basic Function

Executing Job Order receiving till fulfilment, DG Cargo Packaging as IATA standards, DG Packaging Stocks, labels, Cartons, min/max level, managing all the DG records, DGD, Checklists, for GCAA inspections, Shipping File register, update to clients internal/external via CORE, Email etc., POD, Maintain EHS record, should be certified EHS. Daily report to BDM. Implement Ideas to improving DG routes Globally.

KEY Responsibilities

CORE

- Responsible for handling dangerous Goods (Category – 6) on behalf of shippers and clients, coordinate with BDM, sales team for appropriate solutions for DG inquirers.
- Performs DG Packaging whenever required as per fulfilment operations. Prepared DGD assist clients if Non-DG Declarations required, maintain DGR Checklist for GCAA records
- Supporting team with complete DG packaging on/off site whenever required, DG cargo delivery etc.,
- Maintain the Cargo acceptance report for DG inbound and outbound movements
- Maintains record for Sales Invoices, SOP, approved PO and DGD + checklists for GCAA annual audit
- To achieve business targets set as Key Performance Indicators (KPI) to track success and/or recurring problems and customs in coordination with External client and Gateway, Hub line and stations supervisor
- Ensuring continuous review and improvements of operational processes to ensure accuracy and compliance with IATA / GCAA / SMSA standard Policies.
- Maintaining the safety of site and warehouse in compliance of GCAA regulations.
- Overseeing daily monitoring efforts to ensure productivity objectives meet company/departmental standards.
- Planning, directing and maintain DG inventory functions, 4GV boxes, Labels, Placards; assisting with strategy for new warehouse ventures.
- Efficiency planning and coordination of administrative activities to ensure accurate results in all aspects shipping and related operations.
- Maintaining awareness of the business context and company profitability, including

- budgetary control issues. As appropriate, arrange daily/weekly meetings with BDM and site staff to review overall team/individual performance.
- Confirming all shipping deadlines and priority cut-off times are met; ensuring the
- process of tracking and maintaining productivity standards for each associate.
- Making sure that special instructions are followed and utilizing appropriate methods at
- all times. Controlling backorders and locating missing products as needed.
- Authorizing productivity tracking standards/assessments, supplies, and equipment
- needs and developing personnel to ensure appropriate back up/successors in all key
- area where DG functions are involved.

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	
Communication	Level 2
Networking/Relationship building	Level 3
Organizational & Environmental Awareness	Level 3
Planning & Organizing	Level 3
Teamwork	Level 2
Technical Competencie	
Compliance Management Knowledge	Beginner
Dangerous Goods Knowledge	Advanced
Handling Customer Complaint Knowledge	Beginner
Investigation Knowledge	Beginner
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 <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	
Diploma (Preferred specialization in their field of work) at least three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry. <div>or</div> High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position <div>or</div> High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 position	
*Note: Industry Experience wherever its applicable	

Date Of Release

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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: