

Dispatcher			
Job Title		Dispatcher	
Division		Operations	
Department		Operations	
Section		Operations	
Location	IBU-UAE	Direct Reports	Couriers
Reports To	Supervisor Operations-Station	Version Number	1
External Relations	3rd Party	Guide Number	
Internal Relations	Operations, Customer Service	Job Code	

### Basic Function

Ensure couriers are arranged to cater to pick up orders placed by customers. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### General

- Receive On-Call pickup information from customer service via print, email, call or through system.
- Obtain company information from Customer services.
- Manage dispatch bookings to courier within the pick-up cut-off time
- Ensure customer pickups are managed by arranging the courier at the customer point.
- Check booking belonging to couriers by route.
- Call the courier and assign the pickup by providing client's booking information.
- Submit and consolidate DMPR report and analysis to management.
- Use bingo sheet for determining the courier dispatch by order number assigned
- Monitor and maintain regular list in coordination with Sales (Monthly basis) and file all the important documents.
- Arrange courier replacements in coordination with Supervisor in case of accident/breakdown.
- Manage last follow up call before PUP cut off time as per the route.
- Follow up with couriers for on time pickup, e.g., clients closing time
- Inform the couriers about the customer pickups clients who frequently follow up.
- Prepare missed pickups reports and send it to customer services after taking statuses from the assigned couriers.
- Maintain regular pickup list and ensure that all regular pickups including On-Call pickups are done within scheduled window time.

#### 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
Conflict Management	Level 3
Resource Management	Level 3
Teamwork	Level 2

### Technical Competencies

Daily Route Management	Advanced
Handling Customer Complaint Knowledge	Intermediate
On-road route planning for pickup and delivery	Advanced
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:

<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>