

Key Accounts-SDC			
Job Title	Key Accounts-SDC		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	
Reports To	Industrial Engineer	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operations, Customer Service, Sales, Finance	Job Code	

#### Basic Function

Communication with customers and resolving problems. To have a pro-active approach to all SDC customers. Fully understand, drive and promote SMSA vision, culture and values.

#### KEY Responsibilities

##### CORE

- Follow up on all SDC shipments.
- Accept call and action, depending upon the nature of the call.
- Follow up with the concerned department, depending upon the nature of the issue.
- Remain current on all SMSA training, Service, products, automation and international customs regulations.
- Investigate and resolve all service-related inquiries, including tracking/tracing of shipments.
- Record necessary information and route shipments based upon established policies and procedures.
- Monitor all packages and shipments to ensure arrivals and deadlines are met.
- Ensure customer is attended quickly and proactive on follow up.
- Resolve customer queries and complaints by providing resolution for all shipping needs and request.
- Prepare & Generate Daily & Weekly Reports for SMSA needs and as per customer requests.
- All tickets should be actioned within 24Hrs (IF ANY).
- Validate all SDC Shipments that requires Address Validation
- Coordinate with related department to solve any issues for shipments.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.

##### General

- Coordinate with related department to solve any issues for shipments.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.

##### 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

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

### Technical Competencie

Handling Customer Complaint Knowledge	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
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
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

### Decision Making

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### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
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### 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.
or
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
or
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

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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<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>