

## Manager-Operations

<b>Job Title</b>	Manager-Operations		
<b>Division</b>	Operations		
<b>Department</b>	Operations		
<b>Section</b>	Operations		
<b>Location</b>	IBU-UAE	<b>Direct Reports</b>	Supervisors-Operation
<b>Reports To</b>	Country General Manager	<b>Version Number</b>	1
<b>External Relations</b>	Vendor, Customs	<b>Guide Number</b>	
<b>Internal Relations</b>	All Departments	<b>Job Code</b>	

### Basic Function

Principal corporate strategic planner for SMSA operations; overseeing both ground and international operations; focusing upon improving window-time, on- time delivery, and package safety; as well as regularly reviewing functional policies and service performance while ensuring coordination among all regions.

Responsible for providing leadership, management and supervision of facilities, communication systems, technology, safety, public relations, standards, staff management and regulatory compliance of functions under direct supervision. Set Retail's strategic plans and all Retail's operations' standards, policies and procedures. Fully understand, drive and promote SMSA vision, culture and values.

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### KEY Responsibilities

#### Core

- Handle developmental/special projects handed over by SMSA Management.
- Oversee day-to-day activities of the Station/Hub.
- Ensure presentation of Station/Hub and presence of remote Managers/Assigned Couriers to business zones within the assigned region to ensure reaching all customer points effectively and efficiently thereby providing service within the committed time frame.
- Ensure earnings are remitted on time following proper accounting procedures.
- Evaluate performances based on KPIs accomplished on a yearly basis.
- Attend weekly local service review meetings and discuss concerns which affect operations.
- Review route plans, courier incentive program, and audit manpower schedule.

- Review budget and proposal for the department's improvement and align cost with budget.
- Manage and monitor the Operations Supply Management and Accuracy.
- Plan and direct operations resources country wide with relevant departments to provide maximum service to meet customer/business requirements while maintaining cost effectiveness within company cost parameters.
- Identify gaps that affect organizational effectiveness to provide service and determine resultant actions.

#### **HR / Administrative/**

- Ensure all subordinates are receiving compensation/incentive commensurate to their position and performance.
- Initiate programs that will help improve operational efficiency and productivity.
- Disseminate pertinent information to subordinates such as job-related developments and trends, announcements, etc.
- Provide any trainings need to HR.
- Prepare and submit on time operations and management report.

#### **Customer Focus**

- Conduct interdepartmental meetings to discuss complaints and ensure support to the related departments.
- Correspond with customers regarding feedback and complaints outside of SMSA.

#### **Organizational Responsibilities**

- Performs and/or implements quality systems and ISO-related activities and business requirements.
- Hold regular meetings with staff and maintain effective communication route to staff and the company relating to Operations

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#### **Team Supervision**

- Ensure collective high standards of performance from the team, communicating/allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.

#### **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
Change Leadership	Level 3
Conflict Management	Level 3
Decision Making	Level 3
Initiative	Level 3
Planning & Organizing	Level 3
Resource Management	Level 3
Stress Management	Level 3
Team Leadership	Level 3
Teamwork	Level 4

### Technical Competencies

### 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

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

<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>