

Operation Agent - Fulfillment

Job Title	Operation Agent - Fulfillment		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	Handlers
Reports To	Supervisor - Operations	Version Number	1
External Relations	3rd Party, Customers	Guide Number	
Internal Relations	Operations, Retail, Customer Service, Sales	Job Code	

Basic Function

Ensure receiving stocks from customers and sorting them in to SKU. Updating customer and SKU details in WMS. Fulfilling customer orders thru SECOM and dispatching for deliveries. Effective communications with customers and providing solutions for their queries. Resolving issues and keeping customer and finance updated on stocks in timely manner. Adherence with Standard Operating procedure under fulfillment. Handling Over goods (OVG) Package Policy as per Guide and maintaining records. Setup workshops for handlers/pickers and conduct training, coaching and monitor their work. Fully understand drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Ensure proper receiving of customer stocks and placing under the SOP
- Fulfilling customer orders and dispatching for deliveries
- Maintain stock Inventory Report , Daily inventory and system update of SKU
- Handling RTS and proper dispositions as per the SOP
- Processing of Discrepancy for Shortage or Overage and submission to customer and Fin.
- Handling OVG and maintain records as per the Policy
- Cycle count and its submissions
- Processing RTS as per the procedure
- Perform scan in every shipment
- Perform Agent's function in his absence
- Monitoring ECOM CORE report for Aging and communicate with concerns in stations
- Assist Supervisor in all daily functions
- Resolving tickets and taking swift resolutions on claims/complaints
- Maintaining customer SLA's with Scope of work in order process

General

- Ensure the staff at highest level of quality and productivity and exhibit 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 Competencies

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

Technical Competencies

MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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

*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 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:
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: