

Operation Agent - Hub

Job Title	Operation Agent - Hub		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	Handlers Station, Couriers
Reports To	Supervisor – Hub, Line Haul & Gateway	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operations, SMS Freight	Job Code	

Basic Function

Day and night sorting of shipments and connections as per line haul planning and proceeding. Generating reports, manifestation as per LH procedure and all other duties within HUB and station. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Monitor the pre-alerts for Inbound and receiving.
- Loading and Offload processing under the guidelines.
- Sort, scan, and record the shipment of held, incomplete shipments and resolve.
- Assuring to process the connections to meet delivery commitments
- Complying with Scanning procedure as per the process, monitoring and applying corrective/preventive actions immediately.
- Assist in Sorting of shipment in the Station for AM delivery cycle.
- Receive /Handover IB and OB shipments from DAFZA/JAFZA as per LH.
- Receive/Handover shipment to Gateways and stations in UAE; check and ensure completion of all relevant documentations as per standard.
- Night sorting and Line-haul connections as per the HUB&Spoke plan.
- Perform scan on all Domestic and Inbound/Outbound shipments as per SOP. Constant of strict scanning compliance and processing of daily versus reports in CORE.
- Perform Retail vehicle and 3rd party manifests as per SOP. Assuring service levels on daily sorting and Last Mile Deliveries.
- Monitor the trucks, Van and trailers Arrivals and Departures timing and apply on time LH connections
- Coordinate with Gateways, Stations and HUB for Pre alerts and LH vehicle Manifest processes
- Adaptability with new business startups and customer expectations. Following DWS practice and implementing its work related procedure.
- Resolving tickets and taking swift resolutions on claims/complaints and email communications. On time processing of DIR/MSNR as per standard

- Following DWS process and its work related procedure.

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

Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
Knowledge of customs procedure	Beginner
Language Proficiency knowledge (English)	Intermediate
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: