

Operations Agent-Station

Job Title	Operations Agent-Station		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	
Reports To	Supervisor Operation-Agent	Version Number	1
External Relations	Customers, 3rd Party Vendors	Guide Number	
Internal Relations	Customer Service, SMSA Freight,Operations	Job Code	

Basic Function

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, Validating UTL AWB's and communicating with CS with UTL details.
 Supporting HUB&LH for shipment dispatching during peak hours and take over assignments in Station operations.
 Coordinate with dispatch and distribute regular and on call picks as per the SOP.
 Setup workshops for frontline and conduct training, coaching and courier check rides. Fully understand drive and promote SMSA vision, culture and values.
 Comply monthly Station agent measurement report and assigned KPI goal settings.

KEY Responsibilities

General

- Perform inventory controls of operations supply and station STAT along with appropriate document checks.
- Preparing and updating Reports
- Equipment maintenance and safe handling
- All other duties as assigned by supervisor
- Sort , scan , and manifest shipments
- Perform late receive scan for late arriving shipments.
- Enter information in the system
- Perform tally between station inbound package scan in van.
- Processing Customs Documentations and custom clearance.
- Complete consolidated report for all international shipments
- Update proof of delivery records on daily basis.
- Confer with other shift's station agents to check for missing scans and missing shipment
- Resolving tickets and taking swift resolutions on claims/complaints (damage/loss/missing shipment).

- 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
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	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

**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:
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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: