

Operations Supervisor -Station			
Job Title	Operations Supervisor -Station		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	r, Handler Station, Dispatcher, Co
Reports To	Manager Operations	Version Number	1
External Relations	Customers,3rd Party	Guide Number	
Internal Relations	ons, Customer Service, Finance, Sales, Retail, HR &	Job Code	

Basic Function

Monitoring and supervising the input, movement, processing/sorting, and output of various functions of the station within the region to ensure a high level of service quality. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Assuring couriers deliver and pick up shipments as per SOP in compliance with Standard policy and work instructions.
- Receive calls, queries, emails, CORE tickets from customer services and other internal customers.
- Proper implementation of Contingency plan in Operations and reports any incident to the Management, Admin and Quality Specialist as per the Incident policy.
- Manage same day delivery operations with set with floaters for Imports and Domestic shipments.
- Constant monitoring with strict compliance to UTL and RTS as per the set Policy/Procedure.
- Verify shipments are received from respective Hub according to the standard operating procedure
- Cross verify with cashier on cash remittances and pending is cleared with the deadlines.
- Prompt action taken on Accident Vehicles, reporting and maintenance requests.
- Prepare and submit operational reports to SQA /IE on monthly basis.
- Special pickup arrangements for Potential customers and important packages after cutoff hours.
- Ensure couriers and 3rd Party pickup shipments are handed over to the LH or to HUB before the cutoff time.
- Handle customers' complaints and apply immediate Corrective and Preventive action.
- Monitor and submit Staff attendance, Incentive and allowances on time.
- Destination Failures /
- MSNR, DIR, Missort and incomplete shipments are handled as per standard procedure
- Safety / Defensive Driving awareness to frontline
- Nominating employees to participate for Surveys

- Training & Coaching as per SMSA standards
- Monitoring ODA deliveries as per and

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	
Communication	Level 3
Creative Thinking	Level 3
Initiative	Level 3
Planning & Organizing	Level 3
Resource Management	Level 3
Stress Management	Level 3
Teamwork	Level 3
Technical Competencie	
Daily Route Management	Advanced
Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (English)	Intermediate
Learning & Development Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
On-road route planning for pickup and delivery	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent.), At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 position</p>

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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Employee Name:
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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:
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