

Operations Supervisor-Hub & Line Haul			
Job Title	Operations Supervisor-Hub & Line Haul		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	, Line Haul & Station, Export Coo
Reports To	Manager Operations	Version Number	1
External Relations	oms, Governing Authorities, Customers and 3rd P	Guide Number	
Internal Relations	ateways, Customer Service, Finance, Sales, Retail	Job Code	

Basic Function

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

KEY Responsibilities

Operations

- Expedite the connections of international outbound shipments arriving at the HUB as per the standard process and set LH plan.
- Ensuring inspections on suspicious None Document shipments are duly conducted.
- Verify shipments arriving into HUB/ warehouse with the correct procedure.
- Remain updated on new developments from Government entities, Destination Customs and various agencies within UAE and share with concerns.
- Reduce held shipments to zero by increasing courier best practices.
- Ensure all products are handled/stored safely and appropriately as per instructions.
- Ensure Custom Duty, VAT or Cash remittances are met as per finance deadlines and expedite resolving the outstanding within an agreed time.
- Coordinate within the sections on activities and answer questions and provide guidance to solve work related issues.
- Disseminate information to the Manager and co staff of any amendments.
- To be certain with submissions of relevant reports and documents on time.
- Monitor daily Hub & Line haul activities at Hub as per set procedures.
- Monitor Media movement between GW-HUB & HUB-Stations according to HUB & Spoke schedules.
- Ensure Hub & Line haul Reports generated and recorded as per the standard.
- Ensure staff attendance, scheduled arrivals & departures.
- Ensure the contingency plans if the vehicle breakdown on the way or affecting any other delays.
- Submission of Monthly OPS Dashboard, Individual Goals Settings, KPI and billing reports.

- Packages handling, sorting, Manifesting, Pre-Alerts, checking Incoming/Outgoing email correspondence, media movement, special handling HV shipments, Proper manifest with packages arrangements in scheduled truck & van, Hub staff's attendance, Hub performance Reports, Vehicle scheduling & routing, proper security of customer properties and company assets)
- Communicating, guiding & training OPS team members on work procedures and their responsibilities. Arranging training and coaching. Set up workshops.
- Monitoring & control the staff Overtime
- Preparing monthly overtime summary for employees.
- Recommending Disciplinary actions as per policy & procedures if required.
- Inspects Hub & Line haul facilities included vehicles to ensuring good company image and safe working environment.
- Preparing Daily & Monthly HUB Volume Reports.
- Maintain proper filing of daily records.

HR / Administrative

- Exercise day-to-day control of staff, authorizes Vacation, Overtime, disciplinary action etc. to achieve team goals / targets.
- Monitor and control overall team performance by reviewing regularly the day to day performance information through meetings, reports, walkthroughs and observations.

Finance

- Authorized to sign on the payment cheque for custom duty.
- Manage and update financial funds with Finance and related departments to ensure enough funds with a high control implementation.

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
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> <p><i>*Note: Industry Experience wherever its applicable</i></p>

Date Of Release

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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: