

SDC Operations Agent			
Job Title	SDC Operations Agent		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	
Reports To	Operations Agent	Version Number	1
External Relations	Customers, 3rd Party Vendors	Guide Number	
Internal Relations	Customer Service, Operations & SDC Sales	Job Code	

Basic Function

The agent will manage and lead the whole SDC department as a startup.
 The agent shall ensure the SOP provided by the banks or any organizations is followed precisely.
 The agent shall manage the couriers and sort the shipments in a proper way.
 The agent shall ensure all shipments are delivered in a professional way and on time.
 Any Report requested by the management shall be prepared and provided on time.

KEY Responsibilities

General

- Ensure the staff is at the highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.
- Ensure the staff are in good image and wearing proper uniform.
- Ensure following the SOP of SMSA customers.
- Ensuring providing all data requested by SMSA management on time.

CORE

- Coordinate with SMSA IBU-UAE operations team to set up service commitment of SDC pick up and deliveries.
- Process outgoing calls to customers to obtain their physical address.
- Attempt Calls professionally and as per the procedures to ensure Company Image is safeguarded
- Proper call etiquettes should be followed while greeting and taking the address.
- Ensure the right and on-time delivery of credit cards from reputed financial organizations.
- Sorting Shipments as per addresses received from SMSA customers.
- Ensure the shipments are delivered as per the agreement with SMSA customers.
- Provide additional administrative support for the department.
- Report any route issues to the engineers and ensure route improvements are done.
- Manage, dispatch, coach, and lead all SDC couriers.
- Resolving tickets and taking swift resolutions on claims/complaints (/loss/missing shipment).

- Ensure Unable locate shipments are validated and cleared on time as per the SOP of SMSA customers.

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	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
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:

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: