

Senior Courier			
Job Title	Senior Courier		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	Couriers and Sorters
Reports To	Supervisor Operations-Station	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operations, Customer Service, Sales, SSC, HR & Adm	Job Code	

### Basic Function

Ensure all Courier's route is balanced to achieve set goals and targets. On road connections are planned and distributed. Balance the frontline vacation plan. All validated shipments are out for delivery with courier. Coordinate with dispatch and distribute regular and on call picks as per the SOP. Maintain KPI and individual reports of couriers and present it daily, weekly and monthly. Setup workshops for frontline and conduct training, coaching and courier check rides. Fully understand drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Assure in each route has adequate resources for delivery of shipments
- Route planning and balancing
- Manage courier route for optimum deliveries and Pick-ups / Route Optimization
- Assist in sorting daily shipments
- Perform scan all Inbound and Outbound shipments
- Monitoring courier return shipments and taking immediate action / reporting
- Perform OPS Agent's function in his absence or on leave
- Monitor all validated shipment deliveries and increase delivery percentage
- Cover the route when courier absent or on leave – Use vacation Courier vehicle to cover route
- Assist Supervisor in all daily functions
- Courier check rides, coaching and on road training
- Resolving tickets and taking swift resolutions on claims/complaints
- Assist Station agent to resolve tickets

#### General

- Ensure the staff at highest level of quality and productivity and exhibit high levels of integrity and ethical behavior.
- Encourage creativity, risk-taking, and constant improvement.

- Manage the flow of day-to-day dispatch.
- Ensuring all the scan compliance for the dispatch.
- Create reports and update the supervisor with team's progress.
- Communicate clear instructions to team members.
- Listen to team members' feedback and provide any training that team members required.
- Develop a strategy among the team to reach its goal
- Motivate and inspire team members.
- Help keep the team focused and on the work.

## 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 2
Initiative	Level 2
Resource Management	Level 2
Teamwork	Level 2
Technical Competencie	
Defensive driving knowledge	Advanced
Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (English)	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	
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 <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	
Diploma (Preferred specialization in their field of work) at least One (1) year of relevant work experience, 1 year of which should be in Level-03 capacity, preferably in the same industry. <div>or</div> 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 1 year has been in Level-03 position <div>or</div> 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-02 position  *Note: Industry Experience wherever its applicable	

Date Of Release

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>

<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>

<b>Employee Name:</b>

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.

<b>Signature:</b>	<b>Date:</b>