

Senior Operation Agent

Job Title	Senior Operation Agent		
Division	HGL		
Department	HGL		
Section	HGL		
Location	IBU-UAE	Direct Reports	
Reports To	Manager-HUB Gateway & Line	Version Number	1
External Relations	Customers, 3rd Party	Guide Number	
Internal Relations	Operations, Sale	Job Code	

Basic Function

Focus on technical tasks in relation to shipments track, communicate, coordinate and update needed information to ensure loads are arriving/cleared/departed on timely manner, in accordance to customs regulatory.

KEY Responsibilities

Core

- Responsible for overall air, road and sea import/export operations
- To check and verify shipping documents provided by Sales/Shipper/Consignee
- Follow up with internal/external entities to ensure timely smooth operation of each activity and deliver service to customer to the utmost satisfaction.
- Security check on all in/out bound shipments.
- Check pre-alerts and BOW for correctness while sending to internal/external customer, if discrepancy is noted, advising and to make necessary corrections to the document prior to the movement of shipment within time frame.
- Follow up with vendors for equipment requirement
- Shipment tracking and updating
- Preparing job cards and uploading on logistaas
- Maintaining petty cash and preparing expense claim
- Preparing procurement list and sending to Admin for procurement.
- Closely monitoring BOE/ED until settlement.
- Physically inspection of warehouse and office.
- Core scan and maintaining reports for all operations staff.
- Checking HS codes at all levels
- Preparing export documents commercial invoice, packing list and COO if customer require.
- Maintaining sick leave record.
- Follow up for pick up and deliveries, equipment allocation

- On arrival of shipment, if any cargo discrepancy noted, same needs to be intimated to
- customer/consignee and updating the parties involved
- Documents checking for correctness and completeness prior to dispatch

General

- Warehouse management with safe cargo storage and records
- Prepare the customs file along with all original shipping documents required for import/export clearance, customs Bill of Entry (BAYAN) and closing the customs BOE file

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
Initiative	Level 3
Resource Management	Level 3
Stress Management	Level 3
Teamwork	Level 3
Technical Competencie	
Handling Customer Complaint Knowledge	Intermediate
Knowledge of customs procedure	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	Intermediate

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

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>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.</p> <p style="text-align: center;">or</p> <p>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</p> <p style="text-align: center;">or</p> <p>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</p> <p><i>*Note: Industry Experience wherever its applicable</i></p>

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: