

Sorter-Station			
Job Title	Sorter-Station		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	
Reports To	Supervisor-Hub, Line Haul & Gateway	Version Number	1
External Relations	3rd Party ,Vendors	Guide Number	
Internal Relations	Operations, Sales, Customer Service	Job Code	

Basic Function

Sorting, scanning, packaging, loading, handling, and assisting in various activities within the assigned operational area. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Receive shipment from couriers, sorting efficiently with area/route wise.
- Sort shipments as per services and place them as per HUB and Spoke plans.
- Bag/box the packages as per the connection types
- Place shipments on separate pallets and wrap them prior to truck loading
- Move pallets using hydraulic trolley to the designated areas to expedite loading.
- Receive scan of shipment with priority/deferred courier employee number.
- Sort shipments to respective locations as per Airway bill – manifest.
- Prepare manifest per city/station for all respective Airway bills.
- Complete Shipment forward scan with the city-wise scanner.
- Send outgoing mail to the respective destination (GW/HUB/station/city).
- Ensure no shipment remains left on the ground, PST checks after prior to connections.
- Download tracker information on computer and cross check.
- Abide by other duties assigned by direct supervisor and manager
- Reduce no of UTL package/analyzing courier return shipments
- Avoid damages to package, zero lost shipments
- Handling and correcting miss-sort shipments
- Tallying MPS and checking and safe stacking of packages
- Completion of package sorting before courier reaches for AM duty

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

Adaptability	Level 2
Communication	Level 2
Initiative	Level 3
Teamwork	Level 2

Technical Competencie

Daily Route Management	Advanced
Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (English)	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Intermediate

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

High / Middle School Certificate or Technical Courses, must have appropriate certification in their respective field or 1 year experience in their field .

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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Updated by:	Date:	Approved by:	Date:
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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: