

UTL-Agent			
Job Title	UTL-Agent		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-UAE	Direct Reports	
Reports To	Operations Supervisor	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Sales, Customer Service, Operations & Retail	Job Code	

Basic Function

Resolve all Unable to Locate shipments on priority utilizing the available resources. Fully understand and promote SMSA's vision, mission, culture and values.

KEY Responsibilities

Core

- Standard Calling procedure should be maintained while calling customers.
- Ensure all available tools are utilized to get information regarding shipper and consignee.
- Ensure all shipments are scanned as per the procedure.
- Preparing , maintaining and updating daily UTL report
- Ensure all cleared shipments are handed over with proper manifest.
- Trace should be initiated for all international UTL shipments and managing trace closure on time.
- Maintain the target closure timings as per SMSA procedure.
- Follow UTL policy and procedure of keeping the shipments in UTL (number of days).
- Proper handover of shipments to over goods with manifest.
- Ensure UTL database is updated with accurate and current data of customers.
- Accurate reporting of cleared and unclear shipments should be provided to National UTL supervisor on a daily/monthly basis.
- Maintaining and submitting monthly UTL report to supervisor.
- Support inbound shipments scanning and sorting accordingly to the courier routes.
- Support export shipments station process.

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 3
Stress Management	Level 2

Technical Competencie

Knowledge of customs procedure	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

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 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:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Updated by:	Date:	Approved by:	Date:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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: