

National Administrator - Customer Service Management

Job Title	National Administrator		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Service Management		
Location		Direct Reports	
Reports To	National Manager Customer Service	Version Number	1
External Relations		Guide Number	7121
Internal Relations		Job Code	

Basic Function

Performing Administration tasks & Executive Secretary duties for the National Manager, acts as a department coordinator, Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Coordinate and resolve all the responsibilities within the Department as an Administrator
- Maintain records and develop reports concerning the different sections within Customer Service prepare and update relevant documentation as required.
- Record documents coming for Manager from other departments and distribute the same after action from the manager to the respective Department's sections
- Maintain Staff Personnel Record.
- Receive, Sort, and Distribute Incoming and Outgoing Correspondences.
- Prepare correspondence (letter etc.) and documentation (photocopying, filing)
- Prepare Daily, Weekly and Monthly Reports.
- Follow-up Department PO's.
- Assist National Manager in department budget preparation & department Budget Control
- HR Reports

EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs

Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.
- Understand the facility's business continuity plans and procedures.
- Act according to the emergency response procedures during drills and actual events.
- Report any observed risks or potential threats to the continuity of operations to the designated officer.
- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.
- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.
- Recognize an incident or crisis.
- Alert incident or crisis responders (including emergency responders as appropriate).
- Escalate action to the incident or crisis management team.
- Respond appropriately to specific threats.
- Respond appropriately when evacuated from the site.

Competencies - Professional and Technical

Behavioral Competencies

Communication	Level 3
Influence	Level 3
Initiative	Level 3
Planning & Organizing	Level 3

Technical Competencies

Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	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

Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 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: