

RP Officer - Customer Support

Job Title	RP Officer		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Support		
Location	Head Office	Direct Reports	
Reports To	Team Leader Trace Officer & RP	Version Number	1
External Relations		Guide Number	7127
Internal Relations	All departments	Job Code	

Basic Function

primary responsible to work as Team Leader of the team in the provision of care and support services for trace & reverse pick up (RP) staff, Learning, coaching, monitoring and behaviors that may challenge; which aims to maximize the potential of individuals in line with business life principles. Monitoring all assigned tickets trace & RP. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Average ticket closures on time
- All RP requests received to be acknowledged and actioned
- Ensure all reverse pick up requests are processed as per RP policy and procedures.
- Ensure timely update on RP tickets according the interaction with the customer.
- Coordinate with related department to solve any issues.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.
- Coordinate with the relevant department once required to ensure pick up completion and correct payment made by the customer.

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
Initiative	Level 1
Networking/Relationship building	Level 1
Stress Management	Level 2
Teamwork	Level 2

Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	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

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

Assesses accuracy and confirms that works meets business standards and policies/procedures in taking actions within own authority/ recommending those actions requiring higher authority.

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: