

Trace Officer - Customer Support

Job Title	Trace Officer		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Support		
Location		Direct Reports	
Reports To	Supervisor – Customer Support	Version Number	1
External Relations		Guide Number	7129
Internal Relations	All departments	Job Code	

Basic Function

Trace Officer is primary responsible to update all traces assigned/unassigned at regular intervals. Call Back process within time frame. Follow up traces. Timely communication for problem resolution. Maintain quality feedback on trace to resolve the issue. Timely follow-up with customer.

KEY Responsibilities

Core

- Responsible to update all traces assigned/unassigned at regular intervals. Call back Process within 24 hours. Primary Traces should be updated with complete details from Customer. Follow up the trace on service failure address change, Trace Queue to correct location. Check unassigned secondary traces on timely basis. Coordinate with destination on Customs paperwork's for held shipments. Timely communication through Email/Fax/Telephone with relative departments for problem resolution. Check unassigned traces every 30 minutes. Review all traces at least 2 times daily. Check pending traces, read emails, secondary traces within 16 hours. Confirm delivery instructions with customer. Maintaining Quality feedback on trace resolve the issue. Follow up with customer as per standard.

General

- 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.
- Tickets to be actioned
- Closure time

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: