

Key Accounts Executive - Freight National Accounts

Job Title	Key Accounts Executive		
Division	SMSA Freight Division		
Department	Freight Sales Department		
Section	Freight National Accounts		
Location		Direct Reports	Department Manager
Reports To	Regional Manager - SFD		Version Number 1
External Relations	Customers, Agents, Brokers, Customs		Guide Number 7179
Internal Relations	Finance, Legal, Marketing		Job Code

Basic Function

Assigned to administer corporate level accounts, contribute and support the Regional Manager to increase and to achieve sales and revenue targets, responsible to monitor the shipments of the corporate level customers, obtain new clients and maintain existing clients by promoting SMSA Freight Services and ensure payment collections (cash, cheques, bank transfers, credit/debit cards) are maintained within company standard. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Obtain the revenue targets in corporate level.
- Achieve the quotations for corporate customers through presentations, quotations, promotions and introduce the products and services' features and benefits, and resolve conflicts arises during negotiation process
- Liaison with overseas forwarding partner and obtaining pre-alert documents from agent for shipment or shipping documents from sales team or customer. Check the documents for correctness, if discrepancy noted, notify agent/customer to make necessary corrections to the document prior arrival of shipment.
- Preparing of Shipment Reports and sending clearance status report and timely update to customer of their shipment
- Follow-up shipping line agent for the ETA of vessel for sea shipment or track the shipment for air from carrier online website/local ground handling agent Saudia.
- Ensure payment collections (cash, cheques, bank transfers, credit/debit cards) are maintained within company standard
- Meet the reporting deadlines including monthly reports and comply on the KPI preparations
- Time delivery of cargo to customer after clearance
- Timely follow-up customer duty payment
- Send report to identified customers
- Timely generation of customer invoice
- Timely delivery of invoice to customer

- Participates in the emergency response plan development and in conducting emergency drills
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits/Inspection. Take a major role in incident reporting and investigation
- planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Coordinate and participate in the departmental EHS system activities including hazard identification ,safety awareness and procedures implementation

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 Competencie

Adaptability	Level 2
Communication	Level 2
Continuous Learning	Level 2
Teamwork	Level 3

Technical Competencie

Defensive driving knowledge	Intermediate
Language Proficiency knowledge (Arabic)	Advanced
Language Proficiency knowledge (English)	Advanced
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: