

## National Networks Manager - Freight

Job Title	National Networks Manager		
Division	SMSA Freight Division		
Department	Freight Management Department		
Section	Freight		
Location		Direct Reports	
Reports To	National Manager	Version Number	1
External Relations	Customers, Agents, Vendors, Brokers, Shipping lines, Air	Guide Number	7682
Internal Relations	Customers, Operations, Sales, Finance, Legal	Job Code	

### Basic Function

Administering the Kingdom wide day-to-day business activities, maintaining Overseas Agents, set standards operating procedures & Sales and maintaining the maximum customer experience and satisfaction, resulting to gain more market shares, Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Maintain record and filing of important documents and communications
- Oversee the day-to-day activities of the department internally and externally
- Fair treatment regardless of nations and races in all staffs must be properly observed.
- Develop and generate new business, retain existing customers, handle corporate clients.
- Negotiate and file rates received from overseas partners National wide and dispatch to Sales team for aggressive sales, Assisting providing RFQs, Tenders etc based on overseas agents request
- Visit corporate and regular clients.
- Promote SMSA Brand Image and Values Through Very High Levels of Personal Appearance / Presentation and Behavior So that It Reflects SMSA High Standards and Develops Overseas Agents & Customers' confident.
- Manage the top or corporate level business activities.
- Monitors the operations & Sales staff performance based on KPIs accomplished on a yearly basis.
- Prepares the quotations based on the Overseas Agents & Corporate customer's preferences.
- Coordination with any related department.
- Ensure smooth operation of the regional sales office.
- Prepare and submit required reports in a timely manner.
- Contributes to the department performance by achieving individual KPI objectives set for the year.
- Ensure that policies and procedures are followed.
- Ensure efficient and effective flow of the sales processes within SMSA.
- Performs other assignments as required.

## General

- Provide necessary support to the operations & sales team.

## Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

## Competencies - Professional and Technical

### Behavioral Competencies

Adaptability  
Analytical Thinking  
Communication  
Networking/Relationship building  
Planning & Organizing  
Resource Management

### Technical Competencies

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

Intermediate

\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

### Decision Making

Provide Quotation  
Revise Quotations as per Overseas Agents & Customer's demand  
Signing IOUs, Payment Vouchers, Costing Sheet etc  
Signing all official documents on behalf of SFD National Manager on leave

### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

### Qualification : Education and Experience

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

\*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:

<b>Employee Name:</b>

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: