

## Operations Agent - Freight Operations Processing

|                    |                                      |                |                              |
|--------------------|--------------------------------------|----------------|------------------------------|
| Job Title          | Operations Agent                     |                |                              |
| Division           | SMSA Freight Division                |                |                              |
| Department         | Freight Operations Department        |                |                              |
| Section            | Freight Operations Processing        |                |                              |
| Location           | Head Office                          | Direct Reports | Supervisor/ Regional Manager |
| Reports To         | Regional Supervisor - Operations SFD |                | Version Number 1             |
| External Relations | Customs Broker                       |                | Guide Number 7173            |
| Internal Relations | Finance                              |                | Job Code                     |

### Basic Function

Data Entry, scanning and uploading of the job file documents, costing and cross-checking of the attached documents. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### General

- Secure access on the Logistass Software.
- Enter data for Air Freight - Inbound and Outbound/ Sea Freight - Inbound and Outbound/ Road Freight/ and Custom Clearance shipment details using Logistass Software.
- Scan and upload shipping documents in the Logistass Software.
- Prepare Costing Sheets for SFD customers
- Cross-check and monitor the documents contain by all SFD job file folders.
- Enter payment details using the Logistass Software.

#### EHS

- 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

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|---------------------|---------|
| Adaptability        | Level 2 |
| Initiative          | Level 3 |
| Resource Management | Level 2 |
| Stress Management   | Level 2 |
| Teamwork            | Level 2 |

### Technical Competencie

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|--|--------------|
| Dangerous Goods Knowledge  | Beginner     |
| Handling Customer Complaint Knowledge  | Beginner     |
| Language Proficiency knowledge (English)   | Beginner     |
| MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge                        | Beginner     |
| 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

### 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

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| <b>Employee Name:</b> |
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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.

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|-------------------|--------------|
| <b>Signature:</b> | <b>Date:</b> |
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