

Operations Supervisor - Freight Operations Processing

Job Title	Operations Supervisor		
Division	SMSA Freight Division		
Department	Freight Operations Department		
Section	Freight Operations Processing		
Location	Head Office	Direct Reports	
Reports To	Regional Manager - SFD	Version Number	1
External Relations		Guide Number	7175
Internal Relations		Job Code	

Basic Function

To Provide Effective and efficient logistic Services with customer satisfaction for release of cargo & documents to customer, ensure timely delivery of shipment. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Job Registration in Excel
- Liaison with overseas forwarding partner
- Shipping documents, verification & approval
- Receipt of original documents for clearance
- ETA check, Arrival Notification to customer
- Timely update to customer of their shipment
- Preparing of Shipment Reports
- Timely generation of customer proforma invoice for cash customer upon receipt original/copy shipping documents
- Timely generation of customer Invoice upon releasing shipping documents/Delivery Order.
- Timely delivery of invoice to customer from invoice date
- Monitoring weekend mail correspondence

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
- 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 3
Creative Thinking	Level 2
Teamwork	Level 3
Technical Competencie	
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

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

Qualification : Education and Experience
<p>●Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent.), At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.</p> <p>or</p> <p>●Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position</p> <p>or</p> <p>●Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 position</p> <p>*Note: Industry Experience wherever its applicable</p>

Date Of Release

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