

Regional Manager - Freight

Job Title	Regional Manager		
Division	SMSA Freight Division		
Department	Freight Management Department		
Section	Freight		
Location	Head Office	Direct Reports	Department Manager
Reports To	Department Manager	Version Number	1
External Relations	Customers, Agents, Brokers, Customs/ Airlines	Guide Number	7166
Internal Relations	Operations/ Gateway/ HUB/ Finance/ Legal	Job Code	

Basic Function

Administering the region's day-to-day business activities, ensuring that the department complies with ISO set standards operating procedures and maintaining the maximum customer experience and satisfaction from quotations to closed deal business operations. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Oversee the day-to-day activities of the department internally and externally.
- Manage the top or corporate level business activities.
- Accountable for the set monthly revenue targets of the current year.
- Monitors the operations staff performance based on KPIs accomplished on a yearly basis.
- Prepares the quotations based on the customer/s preferences.
- Attend the monthly regional managers' meeting.
- Review route plans, staff's incentive program, and the budget proposals for the department's improvement.
- Conduct SFD Ops meeting to discuss complaints and the matter to resolve the conflicts with the customer and correspondence regarding feedback and complaints outside of SMSA.
- Initiate programs and activities that will create an opportunity to develop the camaraderie among the staffs.
- Fair treatment regardless of nations and races in all staffs must be properly observed.
- Provides the primary support for credit control to achieve collection targets, solving customer payments issues while taking necessary actions in suspending and reactivating credit facility when needed.
- Maintain & develop corporate customers
- Monthly revenue targets

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

- 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

Creative Thinking	Level 3
Decision Making	Level 3
Initiative	Level 3
Team Leadership	Level 3

Technical Competencies

Knowledge in Consultative Selling Approach	Intermediate
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

Intermediate

**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

•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:

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: