

Clerk - SS Healthcare Operations Processing

Job Title	Clerk		
Division	Special Services Division		
Department	Healthcare Department		
Section	SS Healthcare Operations Processing		
Location		Direct Reports	None
Reports To	Project Coordinator MOH	Version Number	1
External Relations	Customer - MOH	Guide Number	7188
Internal Relations	Operations	Job Code	

Basic Function

Assist in the day-to-day activity of the project coordinator- MOH, Receiving, Processing, sorting of shipments, and dispatching of couriers, scanning and system update. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Generate air waybills for the shipments received from MOH.
- Do packaging for shipments.
- Scan shipment.
- Sort shipments by customer locations/per route.
- Print delivery record for courier.
- Update POD / Exception Scans.
- Ensure all shipments are delivered as per agreed procedure
- Perform PST checks
- Reply to MOH queries.
- Supervise pickup and delivery process.
- Follow up on couriers for delivering shipments aggressively.
- Review courier routes for balancing.
- Check courier vehicles
- Monitor attendance
- Maintain adequate packaging supplies
- Delivery SLA to be achieved
- Proper Receiving of Shipment
- Closing pending shipment
- Cross check of delivery record

- Organize & Maintain Filing system
- Safe and intact delivery of BSP, New born and Corona samples handover

EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs

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 Competencies

Communication	Level 3
Organizational & Environmental Awareness	Level 4
Teamwork	Level 2

Technical Competencies

MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
On-road route planning for pickup and delivery	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

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 three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.
or
 - High / Middle School Certificate or Technical Courses
(Those in technical jobs must have appropriate certification in their respective trades) with over 1 year industry experience of which at least 2 years has been in Level-02 position
or
 - High / Middle School Certificate or Technical Courses
(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 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: