

Courier - SS Healthcare Operations Processing

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|--------------------|-------------------------------------|----------------|------|
| Job Title | Courier | | |
| Division | Special Services Division | | |
| Department | Healthcare Department | | |
| Section | SS Healthcare Operations Processing | | |
| Location | MOH Facility | Direct Reports | |
| Reports To | Supervisor - Healthcare | Version Number | 1 |
| External Relations | Customers | Guide Number | 7190 |
| Internal Relations | Operations | Job Code | |

Basic Function

Sorting, delivery, and pickups of MOH shipments to and from clients.

Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Complete Filling-out of Delivery Record: Date, Time, Recipient Name & Signature is written; Exception (Reason for Return/ Non-Delivered shipment) is clearly mentioned.
- Proper Receiving of Shipment: Cross check Ref#, Stamp and Sign from MOH, Stamp & Sign with Date & Time from SMSA Staff, ensure proper form used by MOH Staff, Bayan Date written on top, weight mentioned in front of each shipment
- Pickup attempts of Blood Sample projects; all pickup AWBs with stamp from hospital
- Safe and intact delivery of BSP, New Born and Corona samples to Lab or handover to Station / Coordinator.
- Deliver SLA achievement
- Attendance, punctuality, personal appearance

EHS

- 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
- 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

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

Technical Competencies

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| Defensive driving knowledge | Advanced |
| On-road route planning for pickup and delivery | 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

Beginner

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

Decision Making

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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 One (1) year of relevant work experience, 1 year of which should be in Level-03 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 2 years industry experience of which at least 1 year has been in Level-03 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-02 position

*Note: Industry Experience wherever its applicable

Date Of Release

| Prepared By: | Reviewed by: | Approved by: | Endorsed by: |
|--------------|--------------|--------------|--------------|
| | | | |
| Updated by: | Date: | Approved by: | Date: |
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| Employee Name: |
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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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| Signature: |
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| Date: |
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