

## Handler - Logistics Fulfillment Operations Processing

Job Title	Handler		
Division	Logistics Division		
Department	Fulfillment Department		
Section	Logistics Fulfillment Operations Processing		
Location		Direct Reports	
Reports To	Supervisor	Version Number	1
External Relations		Guide Number	7051
Internal Relations		Job Code	

### Basic Function

Loading, offloading, sorting, scanning, packaging, handling, and assisting in various activities within the assigned operational area. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Operations

- Operate the forklift/pallet jack to load, unload and transfer the pallets.
- Order picking & process accuracy
- Inventory/Dispatch Accuracy
- Segregating the items as per each customer, and then segregating as per each SKU for each individual customer.
- Assisting with printing the proper labels for each SKU, and attaching the labels to the items.
- Assisting with the packing/fulfillment process.
- Move pallets onto the assigned location within the operational area.
- Apply the proper scan for all shipment for receiving and handing over
- Prepare Handover-manifest per city/station for all respective Airway bills.
- Ensure no shipment remains left on the ground
- Download tracker information and upload to the system.
- Wrapping and palletizing the shipments properly.
- Housekeeping-Cleanliness of the area
- Maintain quality safety

#### 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 Competencie

Communication	Level 2
Teamwork	Level 2

### Technical Competencie

Forklift operating knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Beginner

### 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

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 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:

<b>Employee Name:</b>

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.

<b>Signature:</b>	<b>Date:</b>