

Operations Supervisor - SS Healthcare Management

Job Title	Operations Supervisor		
Division	Special Services Division		
Department	Healthcare Department		
Section	SS Healthcare Management		
Location	Healthcare	Direct Reports	Coordinator
Reports To	Project Management Associate		Version Number 1
External Relations	Customer		Guide Number 7185
Internal Relations	Operations		Job Code

Basic Function

Monitoring and supervising the input, movement, processing/sorting/delivery/LH connections, and output of various functions of the Healthcare operations within the region to ensure a high level of service quality. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Follow up on Coordinator, Clerks and Couriers for picking and delivering of Documents as well as Blood Sample Projects shipments aggressively.
- Receive calls, queries, mails from customer services, MOH Administrative and Communication Department, Hospitals, Labs and other internal customers.
- Handle walk-in customers' complaints.
- Manage Blood Samples (Corona, BSP, Newborn, Ebola) pickup and delivery operations if needed overtime will be arranged for couriers to finish the assigned job.
- Verify shipments are received from respective Station according to the standard operating procedure.
- Verify shipments are connected from Healthcare office to respective Station according to the standard operating procedure.
- Ensure air waybills are generated for all shipments received from MOH.
- Ensure all shipments are packed as per agreed procedures.
- Ensure proper scanning, sorting of shipments by customer locations/per route.
- Ensure Printing delivery record for courier, updating POD / Exception Scans.
- Ensure that shipments are urgently delivered to the destinations as per commitment.
- Monitor and SLA, Pending Shipments delivery as per agreed level.
- Review courier routes for balancing.
- Maintain adequate packaging supplies.
- Monitor attendance and Overtime, taking disciplinary action against the staff as per company policy and procedure.
- Ensure manpower requirements as per approved budget.

- Check courier vehicles, processing vehicle request for new hired couriers.
- E-Learning

HR/Administrative

- Ensure that all vacant positions in his regions are filled as per the manpower requirement plan.
- Exercise control of staff, authorizes vacation, overtime, disciplinary action, etc. to achieve team goals.
- Recommend promotions for employees who consistently exceed performance expectations and satisfy other requisite criteria.
- Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives
- Training & passmarks

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

Networking/Relationship building	Level 3
Organizational & Environmental Awareness	Level 4
Resource Management	Level 3
Team Leadership	Level 4

Technical Competencie

Daily Route Management	Intermediate
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

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

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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Updated by:	Date:	Approved by:	Date:
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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:
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