

Branch manager			
Job Title	Branch manager		
Division	Corporate		
Department	Corporate		
Section	Corporate		
Location	IBU-Egypt	Direct Reports	
Reports To	Country Manager	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operation	Job Code	

Basic Function

Managing branch day-to-day operations, Retail and finance activities, ensuring compliance with ISO-certified SOPs and processes, and ensuring maximum customer experience and satisfaction. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Handle developmental/special projects handed over by SMSA management.
- Ensure Remote Managers assign couriers to business zones within the assigned region to ensure reaching all customer points effectively and efficiently thereby providing service within the committed time frame.
- Support sales team by attending regular visits to major customers.
- Monitor all competitors' activities within the area of his responsibility and give suggestions.
- Handel all governmental related issues.
- Fully control all vehicles that related to the branch he manages.
- Ensure earnings are remitted on time following proper accounting procedures.
- Attend weekly Local Service Review meetings and discuss concerns which affect operations.
- Review route plans, courier incentive program and audit manpower schedule.
- Review budget and proposal for the branch improvement.
- Responsible for SMSA image within the area he mange.
- Complete the required renovation and maintenance for outside Cairo branches within agreed CM time frame.
- Control branch cost
- Achieve branch revenue
- Manage manpower /leave movement within the assigned branch
- Satisfaction survey
- Achieve operations related KPI's within the branch

HR / Administrative

- Ensure all subordinates are receiving compensation/incentive commensurate to their position and performance.
- Initiate programs that will help improve operational efficiency and productivity.
- Disseminate pertinent information to subordinates such as job related developments and trends, announcements, etc.

Customer Focus

- Conduct interdepartmental meeting to discuss complaints and ensure support to the all the related departments.
- Correspond with customers regarding feedback and complaints outside of SMSA.

Team Supervision

- 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.

Organizational Responsibilities

- Performs and/or implements quality systems and ISO related activities

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

Competencies - Professional and Technical	
Behavioral Competencie	
Adaptability	Level 3
Conflict Management	Level 3
Decision Making	Level 3
Initiative	Level 3
Networking/Relationship building	Level 3
Planning & Organizing	Level 3
Stress Management	Level 3
Visioning & strategic Direction	Level 3

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent.),Post graduate degree an advantage. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 8 years Logistics experiance, Courier or Freight forwarding industry experience of which at least 3 years has been in Senior management position</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 10 years Logistics experiance, Courier or Freight forwarding industry experience of which at least 5 years has been in management position</p>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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: