Courier - Outsource

Job Title	Courier - Outsource
Division	Operations
Department	Operations
Section	Operations

Location	IBU-Egypt	**Direct Reports**	None
Reports To	Supervisor - Station	**Version Number**	1
External Relations	Customers	**Guide Number**	
Internal Relations	Operations	**Job Code**	

Basic Function

Sorting, delivery, and pickups of light weighted shipments to and from clients. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Scan shipments.
- Drop shipment at customer location within the agreed commitment time.
- Ensure proper completion of Proof of Delivery as per procedure.
- Perform Proof of Delivery scanning.
- Perform relevant Delivery Exception scan on packages and ensure it uploaded into the System.
- Perform successful pickup and package scan.
- Perform pickup exception. (If Applicable)
- Make label and routing code for international shipments.
- Deliver the shipments with Airway bill to Line haul.
- Handle shipment (both pick up & delivery) if any single package weight is less than 32Kg per piece with a maximum of 130Kg per shipment.
- Maintain good attire and cleanliness to present the proper SMSA image.
- Ensure remitting the daily cash collection before end of shift/close of business.
- Will be measured for miss picks up, destination failure, lost shipments, control damages
- Safe driving
- Customer complaints
- Survey (Employee /customer)

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 1
Communication	Level 1
Continuous Learning	Level 1
Initiative	Level 1
Teamwork	Level 1

Technical Competencie

Handling Customer Complaint Knowledge	Intermediate
Product Knowledge	Intermediate
Route Planning Knowledge for Industrial Engineers	Advanced
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

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:

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: