

Fulfilment Agent			
Job Title	Fulfilment Agent		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	
Reports To	Team Leader- Fulfilment	Version Number	1
External Relations		Guide Number	
Internal Relations	Operations	Job Code	

Basic Function

Responsible for order processing, fulfillment (including picking and packing), warehouse operations, inventory and order tracking, quality control, and shipping preparation

KEY Responsibilities

Operations

- Overseeing daily order fulfillment activities, including order processing, picking, packing, and shipping preparation.
- Working alongside a 3PL and utilizing their WMS software to optimize warehouse and fulfillment operations
- Tracking inventory levels to prevent stock-outs and/or deadstock
- Developing standard operating procedures (SOPs) for inventory control, logistics management, and order fulfillment to meet operational goals
- Preventing inventory shrinkage, accidents, and occupational hazards
- Optimizing procurement of inventory by improving vendor relationships, performance, and lead times
- Maintaining positive and mutually beneficial relationships with vendors, suppliers, manufacturers, and 3PLs (if applicable)

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 Competencies

Change Leadership	Level 4
Conflict Management	Level 4
Decision Making	Level 4
Influence	Level 4
Initiative	Level 3
Planning & Organizing	Level 4
Resource Management	Level 3
Stress Management	Level 3
Team Leadership	Level 4
Teamwork	Level 4

Technical Competencies

Knowledge of customs procedure	Intermediate
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	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

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 three (3) years of relevant work experience, 2 years of which should be in Level-02 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 1 years industry experience of which at least 2 years has been in Level-02 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-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:
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: