

Handler			
Job Title	Handler		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	None
Reports To	Team Leader	Version Number	1
External Relations		Guide Number	
Internal Relations	Couriers/Operations agent	Job Code	

#### Basic Function

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

#### KEY Responsibilities

##### Core

- Provide logistics support by receiving shipment from drivers, offload shipment, and place on ground.
- Wise sorting of the shipment.
- Place shipment on separate palates at Hub
- Move palates onto the assigned space of different locations within / stations.
- Load the shipments on SMSA truck for the respective areas, station, locations.
- Receive scan of shipment with priority / deferred courier employee number.
- Arrange all Airway bill with respect to locations.
- Prepare E-manifest per city/station for all respective Airway bills.
- Complete RFS Shipment forward scan with the city-wise scanner.
- Send outgoing shipment to the respective destination of delivery (station/city).
- Ensure no shipment remains left on the ground.
- Download tracker information on computer.

##### 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

Initiative	Level 2
Teamwork	Level 3

### Technical Competencie

Handling Customer Complaint 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

High / Middle School Certificate or Technical Courses, must have appropriate certification in their respective field or 1 year experience in their field .

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:**