

Ops Coordinator			
Job Title	Ops Coordinator		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	STN / HUB
Reports To	Manager Operations	Version Number	1
External Relations		Guide Number	
Internal Relations	Operations / Retails	Job Code	

Basic Function

The Project Coordinator is an integral member of the project team responsible for delivering the good service to project. The Project Coordinator is responsible for directing, organizing and controlling project activities, under the direction of a Manager Operation. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Monitor and coordinate with all ops members the applying of OPS SLA.
- Assist the Manager in the drafting and issuance of project proposals, Vendors and cash flows and preliminary schedules.
- Chair site meetings and distribute minutes to all OPS team members.
- Track the progress and quality of work being performed by different departments.
- Use project scheduling and control tools to monitor OPS plans, work hours, budgets and expenditures.
- Assist the Manager in the review of Contractor/supplier quotations to ensure that only fair and reasonable pricing is recommended for approval.
- Communicate ideas for improving company processes with a positive and constructive attitude, and for developing this attitude in others.
- Keep the Operation Manager and others informed about issues that may impact client relations.
- Assist in the establishment and maintenance of all OPS documentation including all files, records and reports according to the scope of work and SOPs.
- Achieve dispatch process performance

Confidentiality

- Ensure access to confidential information is always maintained.

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

Adaptability	Level 4
Analytical Thinking	Level 4
Communication	Level 4
Conflict Management	Level 4
Continuous Learning	Level 4
Decision Making	Level 4
Influence	Level 3
Planning & Organizing	Level 4
Stress Management	Level 4
Team Leadership	Level 4

Technical Competencies

MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	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

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 Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 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: