

Station Agent			
Job Title	Station Agent		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	Handler Station,
Reports To	Supervisor OPS	Version Number	1
External Relations	None	Guide Number	
Internal Relations	Operations	Job Code	

#### Basic Function

Generating reports, collecting data, and all other administrative duties within station. Fully understand, drive and promote SMSA vision, culture and values.

#### KEY Responsibilities

##### Core

- Sort, scan, and manifest RSC shipment for held, incomplete shipments.
- Scan station inbound package scan when receiving shipment.
- Perform late receive scan for all late arriving shipments.
- Enter information in system.
- Perform Delivery Exception Scan for the shipments in Station.
- Perform a tally between station inbound package scan vs. packages in Van.
- Confer with other shifts' station agents to check for missing scans and missing shipments.
- Complete consolidated report for all international shipments.
- Update Proof of delivery records on daily basis and liaison with customer services for obtaining Proof of delivery copies.
- Handling assigned shipments
- Miss pickup, destination failure, lost shipments, control damages
- Safe driving
- Customer complaints
- Related Reports submission compliance
- Receiving shipments & Pick from Courier and matching with Manifest
- Delivering shipments to courier
- Sort and distribute shipments to correct route
- Handling shipments with care to avoid damage
- Separate high value shipments in safe area

- All report related to Handling of shipments

## 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
Analytical Thinking	Level 2
Communication	Level 2
Initiative	Level 2
Teamwork	Level 2
Technical Competencie	
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
<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
<p>Beginner</p> <p><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i></p>

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>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.</p> <p style="text-align: center;">or</p> <p>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</p> <p style="text-align: center;">or</p> <p>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</p> <p><i>*Note: Industry Experience wherever its applicable</i></p>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>

<b>Employee Name:</b>

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.

<b>Signature:</b>	<b>Date:</b>