

Supervisor - Operation

Job Title	Supervisor - Operation		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	Sorter
Reports To	Manager Operation	Version Number	1
External Relations	Customer	Guide Number	
Internal Relations	Operations	Job Code	

Basic Function

Supervises and performs vehicle and equipment acquisition, maintenance and repair; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

KEY Responsibilities

Core

- Follow up on couriers for delivering shipments aggressively.
- Receive calls, queries, mails, tickets from customer services and other internal customers.
- Supervise the dispatcher in case of any issue in scheduling.
- Manage same day delivery operations by arranging overtime-based couriers (overtime for late shift).
- Coordinate transportation of held packages to retail stations for the customers who want to pick them up.
- Verify shipments are received from respective Hub according to the standard operating procedure
- Certify remittances are submitted through the accountant by couriers the same day of collection.
- Guarantee important pickups after 5 pm can be arranged with the available couriers.
- Ensure that shipments are urgently delivered to the destinations by arranging for the overtime-based courier (For late shift).
- Monitor attendance and Overtime.
- Handling assigned shipments
- Miss picks up, destination failure, lost shipments, control damages
- Safe driving/Reduce accidents
- Customer complaints
- Survey (Employee /customer)
- Training & Passing rate
- Coaching
- Delivery commitment (Local/International)

- 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

Conflict Management	Level 3
Creative Thinking	Level 3
Influence	Level 3
Initiative	Level 3
Planning & Organizing	Level 3
Resource Management	Level 3
Stress Management	Level 3
Team Leadership	Level 3
Teamwork	Level 3

Technical Competencies

Defensive driving knowledge	Intermediate
Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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

Intermediate

*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

Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent.), At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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: