

| Team Leader - Station | | | |
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| Job Title | Team Leader - Station | | |
| Division | Operations | | |
| Department | Operations | | |
| Section | Operations | | |
| Location | IBU-Egypt | Direct Reports | Handler Station |
| Reports To | Supervisor Operation | Version Number | 1 |
| External Relations | Customer | Guide Number | |
| Internal Relations | Operations | Job Code | |

Basic Function

Monitoring and lead the input, movement, processing/sorting, and output of various functions of the station within the region to ensure a high level of service quality. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Follow up on couriers for delivering shipments aggressively.
- Receive calls, queries, mails, tickets from customer services and other internal customers.
- Lead couriers in case of any issue in scheduling.
- Manage same day delivery operations by arranging overtime-based couriers (overtime for late shift) & Delivery commitment (Local/International)
- 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, Overtime and Courier incentive.
- Handling assigned shipments
- Miss pickup, destination failure, lost shipments, control damages
- Safe driving/Reduce accidents/coordinate to hand over all vehicles to concern staff get sign required forms and ensure Bike couriers are wearing company uniform and Bike helmet on daily basis.
- Customer complaints
- Survey (Employee /customer)
- Training & Passing rate & Coaching
- Update all scan shipments and monitor undelivered shipments once couriers back to station.

- 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 | |
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| Behavioral Competencie | |
| Conflict Management | Level 3 |
| Influence | Level 3 |
| Stress Management | Level 2 |
| Team Leadership | Level 3 |
| 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 |
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| <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 |
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| <p>Beginner</p> <p><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i></p> |

| Decision Making |
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| Key Performance Indicators (KPIs) |
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| Abide by the goal setting forms (Individual KPI'S) of the current financial year |

| Qualification : Education and Experience |
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| <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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| Employee Name: |
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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.

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| Signature: | Date: |
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