

Team Leader- SDC			
Job Title	Team Leader- SDC		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	
Reports To	Supervisor HUB & Clearance	Version Number	1
External Relations		Guide Number	
Internal Relations	Operations	Job Code	

Basic Function

Ensuring all shipments arriving into HUB to be Sorted and updated to respective STN as per standard procedures and within the assigned time frame. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Operations

- Verify shipments arrive to the warehouse with the required documentation.
- Coordinate the work activities within the facility answers questions and provide guidance in solving work problems.
- Disseminate information to the Hub Manager and co staff of any amendments.
- Handle customers' complaints.
- Monitor attendance and Overtime.
- Sort, scan, and manifest shipments for their destination.
- Scan HUB inbound package scan when receiving shipment.
- Complete consolidated report for all international shipments.
- Handling assigned shipments and reweight the physical shipments.
- Will be measured for miss picks up, destination failure, lost shipments, control damages
- Related Reports submission compliance
- Lost, incomplete, control damage, miss sort shipment handling
- Training & Pass marks
- Company related standards & certifications

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	
Change Leadership	Level 4
Conflict Management	Level 4
Decision Making	Level 4
Influence	Level 4
Initiative	Level 3
Planning & Organizing	Level 4
Resource Management	Level 3
Stress Management	Level 3
Team Leadership	Level 4
Teamwork	Level 4
Technical Competencie	
Knowledge of customs procedure	Intermediate
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Intermediate
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	
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 <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
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 three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry. <div>or</div> 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 <div>or</div> 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

*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: