

UTL Agent			
Job Title	UTL Agent		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	None
Reports To	Team Leader HUB	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

Basic Function

Resolve all Unable to Locate shipments on priority utilizing the available resources.

KEY Responsibilities

Core

- Standard Calling procedure should be maintained while calling customers.
- Ensure all available tools are utilized to get information regarding shipper and consignee.
- Ensure all shipments are scanned as per the procedure.
- Ensure all cleared shipments are handed over with proper manifest.
- Trace should be initiated for all international UTL shipments.
- Maintain the target closure timings as per SMSA procedure.
- Follow UTL policy and procedure of keeping the shipments in UTL (number of days).
- Proper handover of shipments to Overgoods with manifest.
- Ensure UTL database is updated with accurate and current data of customers.
- Accurate reporting of cleared and unclear shipments should be provided to National UTL supervisor on a daily/monthly basis.
- Ticket closure
- Assign non validated shipments to customer service

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

Initiative	Level 2
Stress Management	Level 1

Technical Competencie

Handling Customer Complaint Knowledge	Intermediate
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	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
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

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Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
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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.
or
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
or
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: