

Validation Agent			
Job Title		Validation Agent	
Division		Customer Service	
Department		Customer Service	
Section		Customer Service	
Location	IBU-Egypt	Direct Reports	
Reports To	Customer service Supervisor	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	All departments	Job Code	

Basic Function

Ensure that the courier scans are accurate and secure complete physical location details for accurate customers delivery. Fully understand, drive, and promote SMSA's vision, culture, and values.

KEY Responsibilities

Core

- Conduct outgoing calls to customers to obtain their physical addresses.
- Follow up on each shipment and take necessary actions.
- Verify undelivered shipments and courier scans.
- Generate accurate and timely daily/monthly reports.
- Handle and resolve customer complaints over the phone.
- Provide additional administrative support to the department.
- Assist couriers by providing accurate and valid landmarks.
- Complete other tasks as assigned by the supervisor or manager.

General

- maintain the highest standards of quality and productivity, and ensure the highest level of customer experience is provided.
- Expedite and grow the number of successful deliveries for customers

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 Competencies

Adaptability	Level 2
Communication	Level 3
Teamwork	Level 3

Technical Competencies

Investigation Knowledge	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	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

**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

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: