

Administrator – Freight

Job Title	Administrator – Freight		
Division	SMSA Freight Division		
Department	Freight Management Department		
Section	Freight		
Location	IBU-Kuwait	Direct Reports	Customers
Reports To	All Departments	Version Number	1
External Relations		Guide Number	7691
Internal Relations		Job Code	

Basic Function

Performs various Sales duties within the Country. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Handling incoming calls from customers whenever required.
- Monitor and resolve all sales related tickets incoming (CORE)
- Prepare Sales proposals and contract and ensure that all related documents, commercial approvals are submitted by sales for any new account opening and or contract.
- Performs various data analysis, sales office administration duties for the Business Development Manager.
- Prepares and distributes weekly and monthly reports as required by Business Development Manager on a timely basis.
- Analyzes sales targets against the actual sales.
- Recording all sales related documents (Credit Application, RFR, MDA, MOM, KPI etc.)
- Performs other administrative assignments / task as required or requested by the Business Development Manager for Retail, CS and or any other department.
- Coordinate and ensure all Sales and General management processes and procedures are up to date and uploaded on GUIDE.
- Assist in the planning and preparation of meetings, conferences, and conference calls.
- Handle incoming mail and other material for the Sales Department.
- Recording all minutes of the meeting, consolidating, and distributing them to all the participants.
- Maintain Sales Filing system including the file registers associated uploaded on GUIDE.
- Coordinate the flow of information both internally and externally.
- Organize and store paperwork, documents, and computer-based information.

General

- Assist the Business Development Manager for any task as requested.

- 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

Adaptability	Level 2
Communication	Level 2
Continuous Learning	Level 2
Creative Thinking	Level 2
Initiative	Level 2
Planning & Organizing	Level 2
Teamwork	Level 2

Technical Competencie

Internal Audit Compliance Knowledge	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Product Knowledge	Beginner
Sales Knowledge (Stages of Sales Process)	Beginner

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

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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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.

Signature:	Date: