



## Clerk - Freight Operations Department

Job Title	Clerk		
Division	SMSA Freight Division		
Department	Freight Operations Department		
Section	Freight Operations Processing		
Location		Direct Reports	
Reports To	Business Development Manager	Version Number	1
External Relations	Customers/Airlines/Shipping Lines/ Customs Brokers	Guide Number	
Internal Relations	SFD Department	Job Code	

### Basic Function

Collection & Delivery of all related paperwork. Fully understand, drive, and promote SMSA vision, culture, and values.

## KEY Responsibilities

### CORE

- Securely collect, deliver, packages, documents, written and verbal messages, and other items to intended location or recipient in a timely manner.
- Complete the daily assigned task from operations, pricing teams.
- Handle cash and card transactions.
- Plans the most efficient and expedient delivery route from place to place; organizes deliveries accordingly.
- Obtains required signatures and/or payments at time of delivery.
- Maintains accurate records related to the receipt and delivery of packages, documents, messages, and other items, including tracking time of and parties to the delivery.
- Performs or schedules standard maintenance on delivery vehicles.
- Perform office, clerical, and other related duties as assigned.

### General

- Ensure efficient and effective flow of the operations processes.

### 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

Adaptability	Level 2
Communication	Level 2
Networking/Relationship building	Level 2

### Technical Competencie

Language Proficiency knowledge (Arabic)	Advanced
Language Proficiency knowledge (English)	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	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

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

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>
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<b>Employee Name:</b>

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.

<b>Signature:</b>	<b>Date:</b>