

Executive – Freight Operations Processing

Job Title	Executive – Freight Operations Processing		
Division	SMSA Freight Division		
Department	Freight Operations Department		
Section	Freight Operations Processing		
Location	IBU-Kuwait	Direct Reports	
Reports To	Business Development Manager	Version Number	1
External Relations	Customers/Airlines/Shipping Lines/ Customs Brokers	Guide Number	7694
Internal Relations	Finance Department	Job Code	

Basic Function

Coordination, Prepare & Maintain records/reports, scanning and uploading of the job file documents, costing and cross-checking of the attached documents. Fully understand, drive, and promote SMSA vision, culture, and values.

KEY Responsibilities

CORE

- Coordinate and follow up with the Customers/Airlines/Shipping Lines/ Customs Brokers for smooth and timely shipments pickup to delivery (v/v).
- Arrange collection of DO's/AWB 's/Docs etc. and prepare Arrival/Departure notifications.
- Maintain relationships with all SMSA interested parties within the Freight Department (Vendors, Customs, Operations, Handling Agents, and Customers etc.)
- Ensure checking all documentation requirements for any freight movement inbound or outbound (Air, Road, Sea, or courier)
- Coordinates and ensures timely booking, pre-alert, and uplift of cargo.
- Coordinates and ensures timely clearance and deliveries for Door-to-Door consignments.
- Prepare Job Cards for each freight transaction and update the billing systems with correct and accurate details of cost and selling.
- Ensure timely follow-up with finance for issuance of invoice and customer payment as per credit terms and as required.
- Maintain Files and File Registers for all physical records of all freight documents.
- Ensure all reports daily, weekly, or monthly are prepared and submitted on time.
- Any other department related jobs that are assigned from time to time.
- Prepare payment details using excel or in the Logistaas Software (If available).
- Master Filing.
- Coordinate with Vendors /Finance team regarding payments.
- Prepare & maintain booking report for Inbound and Outbound of Sea/Air/Land/Customs Clearance shipments details in excel or using Logistaas Software (if available).

- Scan and upload shipping documents in the Logistaas Software (If available).

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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 Competencies

Adaptability	Level 1
Decision Making	Level 1
Networking/Relationship building	Level 2
Planning & Organizing	Level 1
Teamwork	Level 2

Technical Competencies

Knowledge of customs procedure	Beginner
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Product 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 Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 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: