

## Freight Specialist - Freight

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|--------------------|---|----------------|------|
| Job Title          | Freight Specialist - Freight                        |                |      |
| Division           | SMSA Freight Division                               |                |      |
| Department         | Freight Management Department                       |                |      |
| Section            | Freight   |                |      |
| Location           | IBU-Kuwait  | Direct Reports |      |
| Reports To         | Business Development Manager                        | Version Number | 1    |
| External Relations | Agents/Principals/ Airlines/Shipping Lines/ Customs | Guide Number   | 7695 |
| Internal Relations | Finance Department                                  | Job Code       |      |

### Basic Function

Coordinates, supervises overall pricing & operations processes. Finalize costing/pricing, finalize costing/pricing, Prepare & Maintain customers enquiry (win/lost) records/reports. Fully understand, drive, and promote SMSA vision, culture, and values.

### KEY Responsibilities

#### CORE

- Receives enquiries from Internal and External customer, timely acknowledgment & quotation.
- Follow up on all quoted orders internally or externally and ensure closure of opportunity and maintain a database for the same.
- Negotiate with external vendors (Airlines, Shipping agents, Trucking companies, etc.) for rates and services as needed from time to time.
- 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.
- Coordinate and follow up with Sales / Customers enquiries.
- Coordinate with the Agents/Principals/ Airlines/Shipping Lines/ Customs broker to get the best costing/pricing.
- Fully understand customer enquiry terms & docs and finalize the best costing/pricing.

- Monitor all enquiries and ensure all are acknowledged & Prepare quotes to customers.
- Monitors the freight margins.
- Coordinate with Operations team to finalize the Costing Sheets for SFD customers.
- Master Filing.
- Prepare & Maintain customer's enquiry (win/lost) records/reports.
- Ensure daily/weekly workload planning and enquiries/bookings forecasting are accomplished.

### General

- Overall Supervision, efficient and effective flow of the pricing & operations processes.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.
- Provide leadership, motivation, training, and development to the workforce.
- Effective leadership and management of the operational teams.

### 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 |
| Decision Making                  | Level 2 |
| Networking/Relationship building | Level 2 |
| Planning & Organizing            | Level 2 |
| Team Leadership                  | Level 2 |

### Technical Competencies

|   |              |
|---|--------------|
| Knowledge of customs procedure                                | Intermediate |
| Language Proficiency knowledge (English)                      | Intermediate |
| MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge | Intermediate |
| Product 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

Intermediate

\*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

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent. & or Any specialized positions like Pharmacist,Brand Advisor etc.must have degree in their specific field),Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 position

\*Note: Industry Experience wherever its applicable

Date Of Release

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|-----------------------|---------------------|---------------------|---------------------|
| <b>Prepared By:</b>   | <b>Reviewed by:</b> | <b>Approved by:</b> | <b>Endorsed by:</b> |
|                       |                     |                     |                     |
| <b>Updated by:</b>    | <b>Date:</b>        | <b>Approved by:</b> | <b>Date:</b>        |
|                       |                     |                     |                     |
| <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> |
|                   |              |