

Acting Operations Manager - Stations Operations

Job Title	Acting Operations Manager		
Division	Stations Operations Division		
Department	Stations Operations Management Department		
Section	Stations Operations		
Location		Direct Reports	
Reports To	Country General Manager		Version Number 1
External Relations	Vendor, Customer and Government Agencies		Guide Number
Internal Relations	All Departments		Job Code

Basic Function

Managing Country Station and HUB day-to-day operation activities for Kuwait. Ensuring compliance with ISO-certified SOPs and processes, and ensuring maximum customer experience and satisfaction. Fully understand, drive, and promote SMSA vision, culture, and values

KEY Responsibilities

Core

- Handle developmental/special projects handed over by SMSA Management.
- Oversee day-to-day activities of the Station, and Hub operations.
- Ensure presentation of Station and Hub
- Managers/Assigned Couriers to business zones within the assigned region to ensure reaching all customer points effectively and efficiently thereby providing service within the committed time frame.
- Ensure earnings are remitted on time following proper accounting procedures.
- Ensure all operational process are mapped , documented and updated on GUIDE
- Evaluate performances based on KPIs accomplished on a yearly basis.
- Attend weekly local service review meetings and discuss concerns which affect operations.
- Review route plans, courier incentive program, and audit manpower schedule.
- Ensure all Management reports are submitted as per timelines and commitments
- Review budget and proposal for the department's improvement.
- Ensures Department KPI's and initiatives are achieved
- Operational budget planning and Cost Control
- Other task and assignments allocated by the Country General Manager

HR & Administrative

- Ensure all subordinates are receiving compensation/incentive commensurate to their position and performance.
- Initiate programs that will help improve operational efficiency and productivity.

- Disseminate pertinent information to subordinates such as job-related developments and trends, announcements, etc.

Customer-focus

- Conduct interdepartmental meetings to discuss complaints and ensure support to the related departments.
- Correspond with customers regarding feedback and complaints outside of SMSA.

Team Supervision

- Ensure collective high standards of performance from the team, communicating/allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.

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	
Creative Thinking	Level 3
Networking/Relationship building	Level 3
Planning & Organizing	Level 3
Risk Management	Level 3
Visioning & strategic Direction	Level 3
Technical Competencie	
Handling Customer Complaint Knowledge	Advanced
Investigation Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Intermediate
Total Quality Management 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 <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
Decision Making	
Staff Related Issues KPI's Target setting Cost Control as per Budget Purchase as per authority matrix	
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.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry. <div style="text-align: center;">or</div> Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position <div style="text-align: center;">or</div> Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory 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: