

Dispatcher - Station General Operations Processing

Job Title	Dispatcher		
Division	Stations Operations Division		
Department	Station General Department		
Section	Station General Operations Processing		
Location		Direct Reports	
Reports To	Operations Supervisor-Stations Operations	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

Basic Function

Prepare and ensure all validated shipments are dispatched within the commitment time. Fully understand, drive, and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- All Inbound shipments Coordinate With HUB, identify discrepancy if any, sorting the shipment couriers Route.
- Applying Scan for inbound shipments/Station pending as per SMSA Scan policy
- Dispatch Couriers as per assigned Time/Target
- UTL Handover shipment shorted To Route As per
- Report all ops incidents on timely manner to management (incident report)
- Ensure All request report is prepared and distributed.
- Handle OPS ticket and complaints as per SMSA standard.
- Handover Retail shipment as per assigned time with proper Manifest
- Apply necessary scan for all station pending shipment.
- Confirm with station agent for checking missed scan and missing shipment.
- Ensure all pickup request/booking dispatch to Courier As per cut of time.
- Follow up with courier/CS for pickup and ensure all pickup/dispatch queue complete successfully.
- Daily dispatch and miss pickup report.
- Monitoring all station tickets for update and resolve as per the schedule target.
- Timely reply station emails
- Handling Fleet management scheduling service requirement to the company vehicles.
- Other Task/Job and other Responsibilities requested by supervisor/manager on a time-to-time basis.

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
Initiative	Level 2
Teamwork	Level 2

Technical Competencies

Daily Route Management	Advanced
Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Advanced

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 One (1) year of relevant work experience, 1 year of which should be in Level-03 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 2 years industry experience of which at least 1 year has been in Level-03 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-02 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: