

Operations Agent - Hub Operations Processing

Job Title	Operations Agent		
Division	Transportation Operations Division		
Department	Hub and Linehaul Department		
Section	Hub Operations Processing		
Location		Direct Reports	
Reports To	Operations Supervisor -Stations Operations	Version Number	1
External Relations		Guide Number	
Internal Relations	Operations, Customer Service and Finance.	Job Code	

Basic Function

Generating reports, collecting data, and all other administrative duties within the station. Fully understand, drive, and promote SMSA vision, culture, and values.

KEY Responsibilities

Core

- Monitoring all HUB tickets for response and closures
- Perform proper scans for all arriving shipments.
- Performed exception scan for the pending shipment in HUB.
- Perform AWB wise tally between station HIP vs GWT OUT.
- Monitor daily/COD PAR report and take appropriate action.
- Check all RTS shipments for proper scanning and prepare all RTS airway bill's as per destination, RTS standard process timelines and hand over to export – line haul for dispatch.
- Process and monitor OVG shipment, apply proper scans and take appropriate action.
- Ensure proper filling of records and archive as per file register.
- Report damaged/lost shipments and prepare incident report, forward to OPS Manager/supervisor/QRM.
- Incident report to be raised for HUB activities.
- Verify the Core data against physical shipment.
- Monitor and ensure SMSA standard are maintained for closer for Hold shipments Such as -, Destroy, OVG and RTS
- Handover/received the shipment for OVG/RTS/FFL/UTL with standard manifest.
- Maintained SMSA supplies.
- Timely reply for HUB email
- 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 of 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 3
Teamwork	Level 2

Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Package Handling 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 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

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: