

## Operations Agent - Station General Operations Processing

Job Title	Operations Agent		
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	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

- Sorting all shipments at station to courier route
- Dispatch Couriers and ensure all shipments are having VAN/LBT Scan
- Ensure dispatch of couriers as per target.
- Monitoring all station tickets for response and closures.
- Scan station inbound package scan when receiving shipment.
- Perform late receive scans for all late arriving shipments.
- Sort, scan, and manifest RSC shipment for held incomplete shipments.
- Perform Delivery Exception Scan for the shipments in Station.
- Perform random checks on courier vehicles.
- Monitor daily/cod par report & take appropriate action.
- Ensure couriers are aware of policies, procedures & coaching is done.
- Timely reply for station emails.
- Ensure couriers have adequate supplies.
- Confer with other shifts' station agents to check for missing scans and missing shipments.
- Ensure proper filling of records & archive as per file register.
- Incident report to be raised for station/courier related.
- Check all shipments picked up by courier for correct shipping documents, air waybill, contents, weight, pieces, value, declaration, prohibited / restricted and packaging etc.
- Report to relevant customers internal or external on any discrepancies recorded for shipments picked up by the courier. Take necessary actions (repacking, returning to shipper, weight correction, informing shipper or origin station, requesting for additional information from shipper etc.)

- Other job/task and or 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 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:

<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>