

UTL Agent - Station General Operations Processing

Job Title	UTL 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, UTL standard Procedure and all other administrative duties within station. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Received/handover all UTL shipments under manifest (STN_UTL)
- Call UTL customers as per SMSA standard calling procedure/send data to CS for validation.
- Ensure for UTL shipments all available tools are utilized to get information regarding shipper and consignee.
- Ensure all shipments are scanned as per the procedure.
- Ensure all tickets to initiated for all international/domestic UTL shipments.
- Ensure all cleared shipments are handed over to STN with proper manifest.
- Monitor and ensure SMSA standard are maintained for closure of all UTL cases, delivery, destroy or RTS.
- Follow UTL policy and procedure of keeping the shipment in UTL (number of days)
- Ensure UTL database is updated with accurate data of customers.
- Accurate reporting of cleared and unclear shipments should be provided to the operation supervisor on a daily/monthly basis.
- Monitor all inbound UTL tickets and closure as per SMSA standard.
- Prepare any necessary RTS or reroute AWB# and or labeling as required.
- Monitoring and ensuring files and files registers are maintained and updates or changes uploaded on GUDE with inspection by supervise/manager.
- Audition Couriers POD/PUP manifest/gate pass, if any discrepancy report to Station agent/supervisor
- Received Courier return shipments and cross check with courier about valid reason of the delivery exception.
- Segregate courier returned shipment STN_UTL
- Other Task/Job and other Responsibilities requested by supervisor/manager on a time-to-time basis.

- 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
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: