

Retail Executive - Retail Operations Processing

Job Title	Retail Executive		
Division	Sales and Marketing Division		
Department	Retail Department		
Section	Retail Operations Processing		
Location	IBU-Kuwait	Direct Reports	
Reports To	Business Development Manager	Version Number	1
External Relations	Customers	Guide Number	7376
Internal Relations	rier Operations, Sales, Finance and Customer Serv	Job Code	

Basic Function

Receive customers at SMSA Retail Counters. Delivery and or accept packages to/from customers. Fully understand, drive and promote SMSA product, vision, culture and values.

KEY Responsibilities

Core

- Greeting and welcoming customers who visit the SMSA retail center.
- Communicate with customers, understand the need, propose the right product and provide the price of service.
- Prepare Airway bill and invoice for package as per the SMSA standard airway bill creation procedures.
- Ensure proper packaging, weighing the package, labelling and inspect the contents to ensure that they are not restricted or prohibited for the mode of transportation.
- Ensure customers are updated on SMSA liability of carriage and or Insurance is offered/sold to the customer.
- Understand and abide by the Retail discounting policy and maintain proper approvals and records for any additional discounts offered.
- Ensure cash and card payments are processed and receipts are raised and given to customers.
- Ensure daily cash collected is remitted to finance on a daily basis.
- Prepare necessary manifest for any shipments received /handover from/to the operations /courier.
- Delivering of Hold at location shipment to customers
- Ensure to verify identity of the customer receiving the package with the details mentioned on the air waybill, copy of identification to be retained and filed.
- Ensure Proof of delivery (POD) is physically signed, and other information is properly filled in by the receiver of every shipment delivered from retail.
- Ensure proper filing of all retail document's as per SMSA procedures and maintain all the File register and archiving as per policy.
- Ensure all HAL shipments are scanned daily and are moved as per Day trays or racks.
- Ensure scan compliance is maintained as per standards by having all appropriate scans performed at the retail center (Proof of Pick up, HAL, re-route, refused, RTS, comments, retail PMX, etc.)

- Ensure necessary retail supplies are maintained and ordered as per the minimum and maximum levels.
- Ensures any marketing or retail promotions are displayed and promoted to walk in customer as per guidelines provided.
- Ensure to provide any daily, weekly or monthly report assigned on a timely manner.
- Ensure cross selling or upselling product and services to achieve the retail cash targets.
- To accommodate, log and or escalate customer complaints to the relevant departments and ensure customer satisfaction.
- To handle all retail tickets and ensure closure of tickets with resolutions as per set standards and targets.
- Report any incidents at the retail to the immediate supervisor and prepare the incident report.

General

- Ensure all retail equipment is carefully handled and is in working condition at all times. Any equipment failures need to be reported and repairs or replacement need to be coordinated on a timely manner.
- Ensure the cleanliness, safety and security of the retail at all times.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.
- Perform any other assignments as required/requested by your supervisor or manager.

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	
Adaptability	Level 2
Communication	Level 2
Continuous Learning	Level 2
Initiative	Level 2
Networking/Relationship building	Level 2
Teamwork	Level 2
Technical Competencie	
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
Package Handling Knowledge	Advanced
Payment Collection and Remittance Management Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	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	
Beginner <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
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 Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry. <div style="text-align: center;">or</div> Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position <div style="text-align: center;">or</div> Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 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: