

## Clerk - MRM STC Project

Job Title	Clerk		
Division	Special Services Division		
Department	Mailroom Department		
Section	MRM STC Project		
Location	Mailroom Projects	Direct Reports	None
Reports To	Supervisor	Version Number	1
External Relations	MRM Customer	Guide Number	7247
Internal Relations	M, Operations, Sales, Customer Services, Marketing	Job Code	

### Basic Function

Sorting shipments, entering data for shipments, and performing administrative work related to mailroom.  
Fully understand, drive and promote SMSA vision & Mission, culture and values.

### KEY Responsibilities

#### Core

- Receive and sort newspaper.
- Sort and deliver urgent mail to the respective urgent clients.
- Sort all the incoming mail by branches and by department.
- Enter data of each incoming mail received into the system.
- Prepare delivery sheet and provide it along with all the mails to couriers in sequence of departments by branches.
- Receive the mail brought by couriers to the mail room.
- Sort the outgoing mails by department and by branches.
- Prepare the delivery sheet for local mails and pickup manifest for other regions mail and give it to the courier along with the shipment.
- Enter data of mail into SMSA automation.
- Register mail as per SLA
- POD update
- Adherence of company branding guidelines & appearance

#### EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation

- Coordinate and participate in the paper and other recycling programs

### Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.
- Understand the facility's business continuity plans and procedures.
- Act according to the emergency response procedures during drills and actual events.
- Report any observed risks or potential threats to the continuity of operations to the designated officer.
- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.
- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.
- Recognize an incident or crisis.
- Alert incident or crisis responders (including emergency responders as appropriate).
- Escalate action to the incident or crisis management team.
- Respond appropriately to specific threats.
- Respond appropriately when evacuated from the site.

## Competencies - Professional and Technical

### Behavioral Competencies

Communication	Level 2
Continuous Learning	Level 3
Teamwork	Level 2

### Technical Competencies

Database Management Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Package Handling Knowledge	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

\*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 Co

Date Of Release

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>
<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>

<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>

