

## External Courier - MRM STC Project

Job Title	External Courier		
Division	Special Services Division		
Department	Mailroom Department		
Section	MRM STC Project		
Location	Mail room	Direct Reports	None
Reports To	MRM Supervisor	Version Number	1
External Relations	MRM Customers	Guide Number	7248
Internal Relations	MRM , QRM, Sales ,Customer Services	Job Code	

### Basic Function

Picking up and delivering packages from clients according to established schedule or mail room request from within the branches or the network of the client's establishment. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Receive shipment from clerk with delivery sheet.
- Reach respective branch for delivery of shipment.
- Handover shipment to concerned staff and ensure proper filling up of delivery sheet.
- Properly count all the pieces of shipment at pick up.
- Complete pick-up sheets with all the required details by the shipper.
- In pickups, first handover the High value shipment and then count the normal shipment and hand it over to the clerk.
- Perform written handing and taking over of shipments with the clerk.
- In case of any issue, contact the concerned supervisor.
- Keep abreast with clients' company policies.
- Strictly follow the code of conduct defined by the mail room management (SMSA).
- Maintain good attire and cleanliness to present the proper SMSA image.
- Customer Complaints
- No Lost shipment
- Deliveries

#### 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

### **Confidentiality**

- Ensure access and integrity to confidential information is securely maintained.

### **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

Adaptability	Level 2
Continuous Learning	Level 2
Teamwork	Level 3

### Technical Competencies

Defensive driving knowledge	Advanced
On-road route planning for pickup and delivery	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 One (1) year of relevant work experience, 1 year of which should be in Level-03 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 2 years industry experience of which at least 1 year has been in Level-03 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-02 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>