

Floater - MRM STC Project

Job Title	Floater		
Division	Special Services Division		
Department	Mailroom Department		
Section	MRM STC Project		
Location	Mail room	Direct Reports	
Reports To	Supervisor	Version Number	1
External Relations		Guide Number	7249
Internal Relations		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.

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

- 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 Competencie	
Adaptability	Level 2
Communication	Level 2
Continuous Learning	Level 2
Creative Thinking	Level 2
Initiative	Level 3
Stress Management	Level 2
Teamwork	Level 3
Technical Competencie	
Daily Route Management	Intermediate
Defensive driving knowledge	Advanced
Handling Customer Complaint Knowledge	Intermediate
Package Handling Knowledge	Intermediate
Product 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 <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. or ●Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position or ●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

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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: