

Helpdesk Clerk - MRM KAUST Project

Job Title	Helpdesk Clerk		
Division	Special Services Division		
Department	Mailroom Department		
Section	MRM KAUST Project		
Location	KAUST	Direct Reports	None
Reports To	Logistic Supervisor	Version Number	1
External Relations	KAUST	Guide Number	7210
Internal Relations	Mailroom Mgt	Job Code	

Basic Function

Report to the Logistics Supervisor.
 Receive tickets from the FC Helpdesk.
 Evaluate and distribute received tasks to the responsible service line.
 Reply accurately to customer inquiries and complaints.
 Fully understand, drive and promote SMSA's Mission, Vision, Culture and Values and Project SLA's.

KEY Responsibilities

Core

- Monitor the task/ticket given from 959 helpdesk
- Segregate every task according to section and urgency
- Send the task to every concern section
- Follow-up the task base on the duration time
- Update the system for any task done, delayed or canceled
- Close the task accordingly and take note for any concern issue
- Arrange & organized every task received from 959 Helpdesk
- Segregate every task according to department, location, and urgency
- Assign the team leader to perform the task according to schedule
- Follow-up the team leader for an update and changes of the task
- Close the task in the system and keep the file
- Monitor the incoming task given from helpdesk 959
- Answer all inquiry related to furniture delivery and removal
- Check the barcodes and report items activity
- Move the location of the item to location
- Receive/ Generate new bar codes in 3PL system

- Arrange external warehouse as per requirement and system

EHS

- Actively participates in the implementation and compliance of EHS objectives & programs, and attend EHS audits / inspections.

Confidentiality

- Ensure access and integrity to confidential information is always 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 3
Communication	Level 3
Teamwork	Level 3

Technical Competencies

MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	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 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: