

## Internal Courier - MRM Riyadh Bank Project

Job Title	Internal Courier		
Division	Special Services Division		
Department	Mailroom Department		
Section	MRM Riyadh Bank Project		
Location	Mail room	Direct Reports	None
Reports To	Supervisor	Version Number	1
External Relations		Guide Number	7233
Internal Relations		Job Code	

### Basic Function

Picking up and delivering packages from clients according to established schedule or mail room request from within the premises. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Receive shipment from clerk with delivery sheet.
- Go to respective location within the premises for delivery of shipment.
- Handover shipment to concerned staff and ensure filling up of delivery sheet.
- Properly count all the pieces of shipment during pick up.
- Complete pickup sheets with all the required details by the shipper.
- In pickups, first handover the High value shipment first to the courier 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
- Delivery target
- No lost shipment

#### 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 Competencie	
Adaptability	Level 2
Continuous Learning	Level 2
Teamwork	Level 2
Technical Competencie	
Daily Route Management	Intermediate
Package Handling Knowledge	Intermediate

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
<p>Beginner</p> <p><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i></p>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>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.</p> <p>or</p> <ul style="list-style-type: none"> <li>●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</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>●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</li> </ul> <p>*Note: Industry Experience wherever its applicable</p>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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<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>