

National Administrator - Mailroom Management

Job Title	National Administrator		
Division	Special Services Division		
Department	Mailroom Department		
Section	Mailroom Management		
Location	Head Office	Direct Reports	None
Reports To	Director / National Manager		Version Number 1
External Relations			Guide Number 7192
Internal Relations			Job Code

Basic Function

Performing office administration tasks and executive secretary duties for the National Manager, acts as a department coordinator. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Coordinate with related department to solve any issues.

Core

- Maintain records and develop reports concerning new or ongoing program.
- Forward reports to regional departmental teams; follow up on reports from departmental team and from other departments.
- Consolidate reports for manager.
- Assist the National Manager to ensure effective and efficient office operation.
- Prepare and update relevant documentation as required.
- Perform standard office procedures including scheduling appointments, answering phones and ordering supplies.
- Interpret reports for the National Manager and summarizes.
- Research for new activities from the internet and from other sources and submit in proper format.
- Prepare and update relevant financial documentation as required.
- Record documents coming for manager from other departments and distribute the same after action from the manager to the respective departments.
- Receive, sort, and distribute incoming and outgoing correspondence.
- Maintain staff personnel record.
- Prepare purchase order and order office supplies.
- Maintain a filing system for all documents.
- Assist the National Manager for all issues related to operations of the department.
- Prepare correspondence (letter etc) and documentation (photocopying, filing)

- Prepare daily, weekly, monthly reports.
- Prepare all correspondence letters.
- Assist National Manager in department budget preparation.
- Performs other assignments as required.
- Complaints management
- Administrative assistance in MRM projects
- Compliance of the organization, reduce non-conformities

Reports

- Consolidate and analyzes data, On-time delivery of daily, weekly and year-end report.
- Forward reports to regional teams; follow up on reports from departmental team and from other departments and consolidate reports for Manger.

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

Communication	Level 3
Resource Management	Level 3
Stress Management	Level 3

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 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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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: