

National Manager - Mailroom Management

Job Title	National Manager		
Division	Special Services Division		
Department	Mailroom Department		
Section	Mailroom Management		
Location	Head Office	Direct Reports	Project Managers
Reports To	Director MRM	Version Number	1
External Relations	Potential Customers	Guide Number	7193
Internal Relations	None	Job Code	

Basic Function

Managing and planning operations for all MRM projects kingdom wide, including budget planning and staffing. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

operations

- Operations
- Ensure all requirements agreed in contract / SLA are met from the mail room operations.
- Meet with the clients to ensure the complaint free operations.
- Resolve any time, quality issues, or complaints from the clients.
- Follow up on maintaining service levels for Operations.
- Ensure that other SMSA functions are also working alongside MRM to meet clients' requirements.
- Maintain quality standards set for mailroom operations.
- Spontaneously surprise customers and staff to ensure that the rules and regulations devised SMSA and clients are strictly followed by the MRM staff.
- Ensure the set of policies & procedures are applied.
- Survey (Staff & Customer)
- Saudization

HR / Administrative

- Ensure all employees are trained in the respective job skill areas to build high-performance and motivated workforce to meet business objectives.
- With management team, determine and set SMART KPI / goals to be achieved in line with company / individual staff objectives.
- Monitor and set up appropriate systems to measure achievements against KPI.
- Provide effective feedback regarding achievement / successes and goals attained.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.

Sales

- Authenticate and send vital business development leads to Sales by working cohesively for building SMSA's business.

EHS

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm,, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- 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
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- 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, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

Business Continuity

- Providing leadership, commitment, support, and resources to the BCMS.
- Assign responsibilities and authorities for other BCMS roles.
- Establishing and communicating the BC policy.
- Ensuring the performance of the BCMS is monitored, reviewed, and continually improved.
- Promoting and contributing to the BC culture

Competencies - Professional and Technical

Behavioral Competencies

Decision Making	Level 5
Planning & Organizing	Level 5
Team Leadership	Level 4
Visioning & strategic Direction	Level 4

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

Advanced

**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

•Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

•Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

•Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory 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: