

Project Supervisor - MRM STC Project

Job Title	Project Supervisor		
Division	Special Services Division		
Department	Mailroom Department		
Section	MRM STC Project		
Location	Mail room	Direct Reports	None
Reports To	Project Manager / National Manager Operations		Version Number 1
External Relations			Guide Number 7251
Internal Relations			Job Code

Basic Function

Supervising the acceptance, processing, and delivery of shipments within and via the mail room to ensure high level of service quality. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- SLA for Project set target to be maintained.
- Staff satisfaction Survey set target to be achieved.
- Training & Knowledge assessment to achieve set target.
- Deductions on MRM invoicing target to be maintained.
- Service Measurements Levels (Customer Surveys) min 2 times a year.
- Reduce set target non-Conformity per year.
- Align with current year the budget.
- Create daily mail room activity and attendance report.
- Interact with customers, registering concerns, suggestions, and requests.
- Participate regularly in meetings held with the client's assessment committee for discussing the mail room performance.
- Prepare minutes of meeting.
- Conduct MRM staff meetings on weekly basis.
- Monitor, ensure smooth flow of daily MRM activities.
- Ensure that the priority mail is dispatched per agreed time.
- Ensure all internal mails are dispatched to all the internal locations.
- Ensure all mail is dispatched to the relevant branches.
- Ensure all the trips of couriers for the day are executed by internal and external couriers within the planned timeframe.
- Ensure that Airway bill and manifests are completed by the clerks.
- Ensure staff follows the defined ruled and regulations of the client's organization and MRM.

- ISO compliance

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

Networking/Relationship building	Level 2
Planning & Organizing	Level 2
Resource Management	Level 2
Team Leadership	Level 2

Technical Competencie

Daily Route Management	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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

Intermediate

**Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

Decision Making

In consent with Project Manager and or HOD

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 four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

●Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position

or

●Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 position

**Note: Industry Experience wherever its applicable*

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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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: