

Business Systems Analyst - Service Center Management

Job Title	Business Systems Analyst		
Division	Sales and Marketing Division		
Department	Service Center Department		
Section	Service Center Management		
Location	H Q	Direct Reports	N/A
Reports To	Reports to Operations Manager - Services Center	Version Number	1
External Relations	N/A	Guide Number	7151
Internal Relations	N/A	Job Code	

Basic Function

- To generate and present metrics, sales report, analysis & recommendation in support of company initiatives to key stakeholders within the organization.
- Improve the Service Centers Point-of-Sale system by studying current practices, and working together with the system developers in designing modifications that aims improvement for Service Centers operations.
- Recommend controls by identifying problems; writing improved procedures
- Maintain user confidence and protect Service Centers operations by keeping information confidential
- Prepare technical reports by collecting, analyzing and summarizing information and trends
- Interpret, evaluate and interrelate research data and develop integrated business analyses and projections for incorporation into strategic decision-making

Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Collect data from various departments & sources.
- Collect sales record and evaluate performance measured against sales target/budget.
- Collect & analyze revenue data.
- Analyze sales & individual performance.
- Interpret result of overall sales.
- Creates sales reports, and uses the data from reports to create sales forecasts.
- Enhance Point-of Sale (PoS) tools
- Design reports to meet higher authority requirements.
- Generation of report & analysis for a specific period.
- To support, implement, analyze & provide feedback in sales competition.
- Performs any other reports & analysis required by National Manager – Retail and Business and Systems Development Advisor.

General

- Collection, analysis, and reporting of sales related data to increase overall sales productivity.

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 Competencies

Adaptability	Level 2
Communication	Level 2
Networking/Relationship building	Level 2
Planning & Organizing	Level 2
Stress Management	Level 2

Technical Competencies

Compliance Management Knowledge	Intermediate
Language Proficiency knowledge (English)	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Package Handling Knowledge	Advanced
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

Intermediate

*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. & or Any specialized positions like Pharmacist, Brand Advisor etc. must have degree in their specific field), Post graduate degree an advantage. 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 Level-05 position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 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: