

Handler - Service Center Operations Processing

Job Title	Handler		
Division	Sales and Marketing Division		
Department	Service Center Department		
Section	Service Center Operations Processing		
Location	All Regions (CR/WR/ER/NR/SR)	Direct Reports	Regional Manager - SSC
Reports To	Area Supervisor - SSC	Version Number	1
External Relations		Guide Number	7157
Internal Relations	SSC Executive	Job Code	

Basic Function

Loading, offloading, sorting, scanning, packaging, handling, cleaning, and assisting in various activities within the assigned SSC centre. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Provide logistics support by receiving shipment from drivers, offload shipment, and place on ground.
- Standard racking, storing and arranging of shipments.
- Place shipment on designated racks in the hold-at-location area.
- Move shipments to the assigned racks.
- Loading and unloading of outbound and inbound shipments from and to the SMSA line haul vehicle.
- Assisting customers in loading/unloading shipments.
- Packing customers' shipments.
- Physical scanning of shipments on hold and to be returned.
- Arranging supplies and stocks of the SSC center.
- Ensure no shipment remains in the customer's counter area after process.
- Maintain cleanliness of the SSC from HAL, employee, counter, and customers' area including toilets.
- Disposal of trash.
- Revenue target
- Scan compliance
- Supervisors routine visits
- Revenue Target
- Scan compliance
- Bio metric compliance
- Bank(Eg:Mada) payment transactions count
- Manual AWB ratio

EHS

- 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
- 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 1
Communication	Level 1

Technical Competencies

Language Proficiency knowledge (English)	Beginner
Package Handling Knowledge	Beginner

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

- High / Middle School Certificate or Technical Courses
- , must have appropriate certification in their respective field or 1 year experience in their field.

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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Employee Name:
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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:
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