

National Administrator - Service Center Management

Job Title	National Administrator		
Division	Sales and Marketing Division		
Department	Service Center Department		
Section	Service Center Management		
Location	Head Office	Direct Reports	None
Reports To	National Manager - SSC	Version Number	1
External Relations	Nil	Guide Number	7152
Internal Relations	Nil	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 documentations 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.
- Revenue growth based on budget
- Increase SSC outlets according to budget
- Prepare and update relevant financial documentations 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 correspondences.
- Prepare purchase orders and order office supplies.
- Maintain filling system for all documents based on SMSA certified standards
- 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 as required.
- Monitor/Maintain monthly SSC KPI
- Assist National Manager in department budget preparation and control.
- Performs other assignments as required.
- Bio metric compliance
- Staff training and pass marks
- Fingerprint Biometrics compliance

Reports

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

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 4
Communication	Level 4
Networking/Relationship building	Level 4
Stress Management	Level 4

Technical Competencies

Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
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

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

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: