

National Manager - Retail Management			
Job Title	National Manager		
Division	Sales and Marketing Division		
Department	Retail Department		
Section	Retail Management		
Location	Head Office	Direct Reports	SSC Operations Manager
Reports To	Managing Director	Version Number	1
External Relations	Nil	Guide Number	7139
Internal Relations	Nil	Job Code	

### Basic Function

Responsible for providing leadership, management and supervision of facilities, communication systems, technology, safety, public relations, standards, staff management and regulatory compliance of functions under direct supervision. Set SSC's strategic plans and all SSC's operations' standards, policies and procedures. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Ensure the SSC Department revenue growth meet the planed target.
- Ensure SSC services are easy available to maximum number of customers
- Maintain growth revenue of SMSA.
- Maintain number of required Saudis (Saudization %).
- Visit SSCs with concern Regional Manager (as per the budgeted plan).
- Coach the Regional Managers if required.
- Monitor international quality report.
- Prepare policies and procedures to guide the SSC operations.
- Design SSC related new projects in coordinate with other departments.
- Prepare kind of reports (revenue Report, Financial Statements report, Audited Financials, Project Progress, Reports on Demand, Company Budget, Monthly meeting report, Collection report, Customer report)
- Provide SSCs information to internal auditors.
- Monitor demonstrates consultative behaviors to ensure friendly, polite, expert service is delivered to all customers
- Evaluate the efficiency and productivity of SSC Operations Manager and Regional Managers - SSC in creating positive customer experiences.
- Establish and manage a process for customer flow to improve service experience ensuring customers' needs are met, quickly and quality products are delivered
- Oversee shipping related services and activities.

- Ensure collective high standards of performance from the team.
- Performs other assignments as required.
- Approve SSCs renovation plan, including designs and quotations.
- Survey (Staff & Customer)
- Reduce customer complaint
- Upgrade infrastructure
- Training
- Customer satisfaction survey internal/external (Mystery shopping)

## HR

- Maintain SSC department staffing level.
- Maintain SSC targeted localization (Saudization).
- Maintain SSC staff turnover.
- Provide any training need to HR.

## Team Supervision

- Monitor standards.
- Monitor managers' compliance with the policies and procedures.
- Supervise and guide assigned team to meet department objectives.
- Monitor/measure SSC's managers' performance

## Planning

- Maintain the company image.
- Plan the SSC employees' development in coordination with HR.
- Prepare manpower plan of Saudi's.
- Prepare plan of new SSCs (distribution of location)
- Prepare of SSC department strategic plan.

## General

- Overall supervision of SSCs operations.
- Ensure efficient and effective flow of the SSCs processes within SMSA.
- Develop and implement SSC policies and procedures

## 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 Competencie	
Adaptability	Level 5
Change Leadership	Level 4
Communication	Level 4
Conflict Management	Level 4
Creative Thinking	Level 4
Decision Making	Level 4
Influence	Level 3
Initiative	Level 4
Networking/Relationship building	Level 4
Organizational & Environmental Awareness	Level 4
Planning & Organizing	Level 4
Resource Management	Level 4
Team Leadership	Level 5
Visioning & strategic Direction	Level 4

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
<p>Advanced</p> <p><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i></p>

Decision Making
<p>Support high management for new project</p> <p>Budget control</p> <p>Solving any issues relating SSC department as limited by authority</p>

Key Performance Indicators (KPIs)
<p>Abide by the goal setting forms (Individual KPI'S) of the current financial year</p>

Qualification : Education and Experience
<p>● Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent. Those in Technical positions must have bachelor degree in their respective field), Post graduate degree an advantage. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.</p> <p>or</p>

●Diploma, certificate courses with over 8 years Logistics experience, Courier or Freight forwarding industry experience of which at least 3 years has been in Senior management position  
or  
●Diploma, certificate courses with over 10 years Logistics experience, Courier or Freight forwarding industry experience of which at least 5 years has been in management position

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: