

Operations Manager - Service Center Management

Job Title	Operations Manager		
Division	Sales and Marketing Division		
Department	Service Center Department		
Section	Service Center Management		
Location	H Q	Direct Reports	
Reports To	National Managers	Version Number	1
External Relations	Regional Manager – SC	Guide Number	7153
Internal Relations	Other Department Heads	Job Code	

Basic Function

Responsible for providing leadership. Ensure SSC daily operations are running smoothly and all SSC policies & procedures are followed through the regional managers. Utilize and control the SSC operations resources. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Monitors the daily achievements of regions in terms of revenue.
- Maintain number of Saudi's as requested of Saudization.
- Visit SSCs with concern Regional Manager - SC (as per the budgeted plan)
- Coach the Regional Manager - SC if required.
- Monitor quality assurance reports and maintain high standards of service levels.
- Implement policies and procedures to guide the operation of the SSC information services function.
- Coordinate with other relating department to run new projects related to SSC.
- Prepare kind of reports as required.
- Monitor demonstrates consultative behaviors to ensure friendly, polite, expert service is delivered to all customers
- Evaluate the efficiency and productivity of Regional Manager - SC in creating positive customer experiences.
- Implement all shipping related services and activities.
- Responsible for communication with the SSC managers and team members on daily/weekly/monthly goals, performance to plan key performance metrics, customer issues and company initiatives.
- Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities.

HR

- Follow-up with HR to ensure all SSC positions are filed.
- Recommend promotions for employees.
- Provide any training nominations need to HR.

Team Supervision

- Monitor regional managers' compliance of the policies and procedures through reports
- Administering appropriate actions for non compliance.

Planning

- Maintain the company image through general supervision of SSC Operations.
- Plan the SSC employees' development in coordination with HR.
- Prepare manpower plan of Saudi's.
- Prepare the SSC coaching plan.
- Prepare the SSC routine visit yearly plan.

General

- Overall supervision of SMSA SSC operations.
- Implement SSC policies and procedures.
- Coordinate with related department to solve any issues.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.

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
- 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

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.

- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

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 3
Team Leadership	Level 5
Teamwork	Level 4
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
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

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

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.),. 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 style="text-align: center;">or</p> <p>Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position</p>

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory 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: