

## Operations Supervisor - Retail Management

Job Title	Operations Supervisor		
Division	Sales and Marketing Division		
Department	Retail Department		
Section	Retail Management		
Location	All Regions (CR/WR/ER/NR/SR)	Direct Reports	Exec./ Retail Executive/Receivin
Reports To	Regional Manager - SC	Version Number	1
External Relations	Nil	Guide Number	7140
Internal Relations	Nil	Job Code	

### Basic Function

Manage, monitor and supervise the input, movement, process, and output of various functions of SSC assigned and monitor the SSC Operations. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Follow up the CS and administration tickets (open/close) within his area.
- Follow up closing NCs within his area.
- Revenue target achievement
- Ensuring all the SSC Centers adhere to opening and closing timings.
- Ensuring all the company policy and procedures are followed by SSC Executive and SSC Floater.
- Visit SSC Centers under the defined geographical area assigned.
- Monitor the SSC Scans, Shipments Rating Labeling, Return Shipments, Hold At Location, Manifesting.
- Prepare SSC Daily Sales Report.
- Supervise the SSC Pickup and Delivery.
- Monitor Daily SSC Performance Reports.
- Handle all the Customer Complaints and Coordinate with the Customer Service to resolve the customer complaints.
- Provide continues Coaching to the SSC Executives.
- Monitor Supplies Control and Inventory.
- Monitor daily SSC performance reports and acts upon areas which require problem solving and improvement.
- Assign SSC Executives to business zones and ensuring all SSC centers adhere to opening & closing timings.
- Ensure proper routing within the SSC's area and zones.
- Ensure smooth flow of package acceptance procedures.

- Follow up attendance sheets.
- Provide all supply requests for SSC.
- Receiving customer complaints and process it as per SMSA P&P.
- Coordinate with relating department to solving any shipments issues.
- Handle uniform's orders for SSC's employees in the area.
- Handle uniform replacement issues.
- Handle uniform distribution to SSC's requirements, priorities, expectations, and responsibilities.
- Demonstrates consultative behaviors to ensure friendly, polite, expert service is delivered to all customers.
- Evaluate the efficiency and productivity of team members in creating positive customer experiences.
- Ensure Creates a customer focused environment in all areas of the SSC and monitors the center ensuring a clean and professional environment.
- Maintain communication with the lead production coordinator and/or production team to ensure deadlines are met and quality checks are being performed
- Oversee shipping related services and activities.
- Responsible for communication with the manager and team members on daily/weekly/monthly goals, performance to plan key performance metrics, customer issues and company initiatives.
- Monitor all operations procedures within the assigned area.
- Monitor misrouting shipments and report to Regional SSC Manager in weekly basis.
- Observes the undeliverable and return shipment and report to Regional SSC Manager in weekly basis.
- Visit SSCs under his geographical area of supervision.
- Administers supplies transactions routine and emergency orders.
- Ensure attendance sheets are filed and signed on the right time.
- Monitor all work of SSCs renovation and maintenance.
- Provide customer assistance whenever needed.
- Coordinate with relating department to solving any issues shipments.
- Prepare kind of reports (Daily Sales Report, Customers Complaint Report, Others Report, facility requirements, staff training needs)
- Coordinate to solving any issues relating to payments/approval per company policy/procedures.
- Routine visits
- Ensure all SSCs daily cash sales are remitted.
- Report the daily SSC cash sales to the line manager.
- Performs other assignments as required.
- Saudization
- Attend & send the staffs for training
- Collection (MADA/cash)
- Scan Compliance
- Biometric compliance

- Manual AWB usage control employees.
- Ensure all SSC Executives are following required shipping document procedure and well trained.
- Ensure collective high standards of performance from the team, communicating/ allocating work

### Team Supervision

- Supervise SSC staff and ensure completion of overall daily tasks.
- Supervise and guides assigned team to meet deadlines and department objectives.
- Supervise and other SSCs in the kingdom through their supervisors.
- Supervise and any related operation issues that affecting provision of service.
- Monitor/measuring staff performance.
- Supervise and guide assigned team to meet tight deadline and departments objectives.

### General

- Ensure the staff at highest level of quality and productivity and exhibit high levels of integrity and ethical behavior.
- Review and verify the work of assigned team of SSC to ensure the accuracy and integrity of transactions and financial information.

### 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 Competencie

Adaptability	Level 2
Communication	Level 3
Planning & Organizing	Level 1
Stress Management	Level 3
Team Leadership	Level 3
Teamwork	Level 3

### Technical Competencie

MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Package Handling Knowledge	Advanced
Payment Collection and Remittance Management Knowledge	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

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

### Decision Making

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### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
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### 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.), 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 Supervisory position
or
Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 position
 *Note: Industry Experience wherever its applicable

Date Of Release

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>

<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>

<b>Employee Name:</b>

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.

<b>Signature:</b>	<b>Date:</b>