

## Project Promoter - Service Center Management

<b>Job Title</b>	<b>Project Promoter</b>		
<b>Division</b>	<b>Sales and Marketing Division</b>		
<b>Department</b>	<b>Service Center Department</b>		
<b>Section</b>	<b>Service Center Management</b>		
<b>Location</b>	<b>All Regions (CR/WR/ER/NR/SR)</b>	<b>Direct Reports</b>	<b>Nil</b>
<b>Reports To</b>	<b>Special Projects Officer - SC</b>	<b>Version Number</b>	<b>1</b>
<b>External Relations</b>	<b>Business Partners / Cash Account Holders</b>	<b>Guide Number</b>	<b>7155</b>
<b>Internal Relations</b>	<b>Nil</b>	<b>Job Code</b>	

### Basic Function

Manage and achieve/exceed sales target within the assigned area.  
Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Closing deals for both prospects and existing customers through presentations, contracts negotiations, promoting and explaining services features and benefits and solving obstacles rising through contracts negotiation.
- Receive shipments from customers through the SSC on Wheels project
- Actively promotes SMSA services to existing and potential customers/markets.
- Increase sales revenue and expand customer base within the area/ territory by acquiring new business.
- Perform accurate scans packages according to established procedures.
- Ensure that packages conform to standards in terms of packaging, labeling, and paperwork.
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- Ensure proper maintain Pick up Manifest and Inbound out bound shipments Data.
- Answer customers' questions on SMSA services and keeps them informed of current and new services.
- Maintenance filing records for accounting section.
- Reconciling daily debit/credit card transactions.
- Provide customer assistance whenever needed.
- Perform other assignments as required.
- Ensure a daily cash sale is remitted.
- Report the daily cash sales to the supervisor.
- Revenue Target
- Scan compliance
- Biometric compliance
- Increase active customer and develop business from new and existing customers.

- Meet reporting time lines including weekly, monthly and one off reports.
- Manage customer's issues and inquiries, coordinate with other departments, and ensure timely response is provided, to ensure that high customer satisfaction level is achieved, and existing customers are retained.
- Promote SMSA existing and new services, and give necessary support to the management in launching services, executing marketing campaigns and surveys.
- Contributes to the department performance by achieving individual KPI objectives set for the year.
- Complete daily tasks as directed by the Special Projects Officer
- Connecting receive shipments to ensure timely transit.
- Performs other assignment as required by the NRM.

#### General

- Manage and achieve/exceed revenue targets through cash account and SSC-on-Wheels projects.
- Ensure efficient and effective flow of the SSCs processes within SMSA.

#### 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 Competencie

Adaptability	Level 1
Communication	Level 1
Networking/Relationship building	Level 1
Stress Management	Level 1

### Technical Competencie

Language Proficiency knowledge (English)	Beginner
Package Handling Knowledge	Beginner
Payment Collection and Remittance Management Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	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
<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

Diploma (Preferred specialization in their field of work) at least three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.
or
High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position
or
High / Middle School Certificate or Technical Courses( Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 position
 *Note: Industry Experience wherever its applicable

Date Of Release

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