

## Regional Manager - Service Center Management

Job Title	Regional Manager		
Division	Sales and Marketing Division		
Department	Service Center Department		
Section	Service Center Management		
Location	All Regions (CR/WR/ER/NR/SR)	Direct Reports	Area Supervisor - SSC
Reports To	Manager – SSC Operations		Version Number 1
External Relations			Guide Number 7156
Internal Relations			Job Code

### Basic Function

Ensure all regional SSC operations run smoothly. Ensure of customers' satisfaction and consistent growth in revenue, and SSC employees run with their maximum productivity. Provide feedback, coaching, and other team development exercises. Harness the working environment which encourages team work, energy and creativity. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Ensure the regional SSC revenue growth meet the planned target.
- Business process implementation/administration - in compliance with the policies and procedures.
- Implement expansion works as assigned to the region, by opening the prescribed number of SSC centers reference the approved budget for the current FY.
- Prepare Studies and recommends potential business area aiming to increase the revenue generation capacity of the region.
- Address the on time closure of the Non-compliance reports as a result of the ISO audits in each SSC centers under jurisdiction.
- Routine Visits
- Survey (Staff/customers)
- Biometric Compliance
- Provide customer assistance whenever required.
- Managing daily Operation of special projects assigned, ensuring proper work procedures are applied as agreement he contract between SMSA and the institution or company being serviced
- Managing KPI requirements of each functional area and staff (Revenue, opening new SSC, Standards).
- Administrated renovation projects of major SSC center in accordance with standards and standardized the presentation of all SSC center of the region.
- Administers SSC process and procedures in accordance with SMSA standard policies and procedures.
- Assists the SSC Operations Manager in running and controlling special projects for major institution in Saudi Arabia.
- Ensure all positions in the region are filled up in function properly.

- Implement regional expansion Plan (opening new SSC per target)
- Preparation annual regional SSC budget.
- Coordinate with concern department to solving any SSC issues in the region.
- Coordinate with relating department to solving any issues shipments in the region.
- Prepare reports required by the SSC management.
- Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities.
- Demonstrate consultative behaviors to ensure friendly, polite, expert service is delivered to all customers.
- Ensure Creates a customer focused environment in all areas of the SSC (production, SSC, self-service, and shipping) and monitors the center ensuring a clean and professional environment.
- Establishes and manages a process for customer flow in the center to improve service experience ensuring customer needs are met quickly and quality products are delivered
- Maintains communication with the lead production coordinator and/or production team to ensure deadlines are met and quality checks are being performed
- Responsible for communication with the team members on daily/weekly/monthly goals, performance to plan key performance metrics, customer issues and SSC initiatives
- Coordinate to solving any issues relating to payments/approval per company policy/procedures and budgets related to the region.
- Ensure all SSCs daily cash sales are remitted.
- Report the daily SSC cash sales to the department's administrator.
- Performs other assignments as required.
- Scan compliance
- Increase outlets based on budget
- Align with the budget
- Maintain service levels
- Internal & external staff survey

## HR

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

## Team Supervision

- Monitor employee's compliance of the policies and procedures through reports; administering appropriate actions for non-compliance.
- Supervise and guide assigned team to meet deadlines and department objectives related to the region.
- Monitor standards and timely production of reports generated by SSC team.
- Monitor of SSCs center in the region.
- Supervise and guide assigned team to meet tight deadline and departments objectives.

## 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 SMSA SSCs operations in the region.
- Ensure efficient and effective flow of the SSCs processes within the region.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.
- Ensure the staff at highest level of quality and productivity and exhibit high levels of integrity and ethical behavior.
- Adapt reporting to KPI requirements of each functional area
- Review and verify the work of assigned team of SSC to ensure the accuracy and integrity of transactions and financial information.

#### 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

- 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 4
Communication	Level 4
Networking/Relationship building	Level 3
Resource Management	Level 3
Team Leadership	Level 4
Teamwork	Level 4
Technical Competencie	
Language Proficiency knowledge (English)	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
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
<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>or</p> <p>●Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position</p> <p>or</p> <p>●Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position</p> <p>*Note: Industry Experience wherever its applicable</p>

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>