

Retail Executive - Retail Operations Processing

Job Title	Retail Executive		
Division	Sales and Marketing Division		
Department	Retail Department		
Section	Retail Operations Processing		
Location	All Regions (CR/WR/ER/NR/SR)	Direct Reports	Nil
Reports To	Area Supervisor – SSC	Version Number	1
External Relations	Nil	Guide Number	7143
Internal Relations	Nil	Job Code	

Basic Function

Receive customers and assist them to choose the service. Perform all the shipping/delivery operations process as per SSC P&P. prepare the required reports. Deposit cash on time. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Greeting customers who enter the SSC and provide courteous treatment.
- Maintain supply in stock control and management.
- Responsible for processing cash and card payments.
- Reporting discrepancies and problems to the supervisor.
- Achieve supervisor visit check list
- Gives advice and guidance on product selection to customers.
- Balancing cash registers with receipts.
- Keep the SSC tidy and clean.
- Responsible dealing with customer complaints.
- Works within the given guidelines.
- Responsible for security within the SSC.
- Receive and store the HAL shipment.
- Keeping up to date with company promotions and putting up displays.
- Receive shipments from customers in SSC center.
- Provide customer service, including anticipating customer needs, suggesting alternatives and problem solving
- Take customer orders, give pricing information, perform consultative selling to customers, and recommend Office products and services.
- Maintain SSC equipments and supplies
- Operate the Point of Sale terminal (POS).

- Assist customers by suggesting appropriate shipping methods.
- Maintains inventory of supplies.
- Perform accurate scans packages according to established procedures.
- Ensure that packages conform to standards in terms of packaging, labeling, and paperwork.
- 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
- Bio metric compliance
- Mada payment transactions count
- Manual AWB ratio.

General

- Ensure efficient and effective flow of the SSCs processes within SMSA.
- Coordinate with related department to solve any issues of SSCs.

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
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	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

--

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
--

Qualification : Education and Experience

<ul style="list-style-type: none">●Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry. or <ul style="list-style-type: none">●Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position or <ul style="list-style-type: none">●Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position <p>*Note: Industry Experience wherever its applicable</p>
--

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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: