

## Retail Floater - Retail Operations Processing

Job Title	Retail Floater		
Division	Sales and Marketing Division		
Department	Retail Department		
Section	Retail Operations Processing		
Location		Direct Reports	
Reports To		Version Number	1
External Relations		Guide Number	7144
Internal Relations		Job Code	

### Basic Function

### KEY Responsibilities

#### Core

- Monitor the opening and closing hours of the SSC Centers in coordination with his supervisor.
- Supply the SSCs with the required shipping supplies.
- Supply the SSCs with stationary.
- Supply the SSCs with the cleaning tools.
- 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.
- 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.
- Maintain inventory of shipping supplies.
- Make sure SSC executive signing daily attendance sheet in coordination with his supervisor.
- Prepare paper work for damage packages.
- Collecting attendance sheet and handover to supervisor.
- Make sure SSC executive put on uniform and ID.

- Monitor the daily shipments scanning
- Monitor and cross check the HAL shipments and POD.
- Make sure the SSC executive remitting the daily cash in time in coordination with his supervisor.
- Routine visit of the SSC Centers in his area.
- Help the supervisor on handing risk audits and close NCs.
- Coaching the new SSC executives.
- Assist SSC executive filling paper work shipment.
- Monitor clearness of the SSC shop
- Update the SSC notice board with any new instructions.
- Monitor the reverse pickups (international) [ RPI]
- Distribute SMSA reference guide (SRG).
- Help his supervisor on daily sales report and other required reports.
- Update the SSC executives on prohibited items [not accepting]
- Coordinate with operations on SSC pick up.
- Monitor and follow-up the pre-alert.
- Make sure the insurance and indemnity books used in the SSC center
- Provide customer assistance whenever required
- Ensure a daily cash sale is remitted.
- Report the daily cash sales to the supervisor.
- Perform other assignments as required.
- Revenue Target
- Scan compliance
- Bio matric compliance
- Supervisor routine visits checklist
- MADA payment transaction count
- Manual Awbs target

### General

- 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 Competencies

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

### Technical Competencies

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

### 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

\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

### Decision Making

### Key Performance Indicators (KPIs)

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

### Qualification : Education and Experience

- 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
  - Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position  
or
    - Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position

\*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

<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>