

## Courier - SDC Operations Processing

Job Title	Courier		
Division	Special Services Division		
Department	Special Delivery Channel Department		
Section	SDC Operations Processing		
Location	Stations	Direct Reports	None
Reports To	Supervisor - SDC Operations	Version Number	1
External Relations	Customer	Guide Number	7258
Internal Relations	Operations	Job Code	

### Basic Function

Professionally deliver all validated shipments as per standard policy and procedure. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Proper attire as per the standards should be worn while on duty.
- Maintain standard etiquettes with customers while delivering shipment.
- Ensure all assigned shipments as per the route are tallied before moving out of the station.
- Maintain delivery percentage as per the KPI.
- Ensure ID's are properly verified and matched before delivery.
- Return shipments with unmatched ID's.
- Ensure delivery records are properly filled as per the policy and procedure.
- Ensure capturing of PODs by mobile and applying accurate exceptions status scan for all undelivered shipments.
- Report any accident or traffic issues to Operation Supervisor.
- Ensure all POD's are properly filled and handed over to the DEO at the end of the day.
- Ensure all cash collected is duly remitted to the Supervisor the same day.
- Follow up calls to done as per the shipment status.
- Training session to be attended with passing marks.
- Validate shipments delivery commitment
- Building leave time accuracy
- Acknowledge papers return for all projects
- Training with passing mark

#### 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
Initiative	Level 1
Stress Management	Level 1
Teamwork	Level 1

### Technical Competencies

Handling Customer Complaint Knowledge	Beginner
On-road route planning for pickup and delivery	Beginner
Package Handling Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Beginner
Vehicle technical knowledge	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

\*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 One (1) year of relevant work experience, 1 year of which should be in Level-03 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 2 years industry experience of which at least 1 year has been in Level-03 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-02 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>