

Courier - Station Deferred Pickup and Delivery

Job Title	Courier		
Division	Stations Operations Division		
Department	Station Deferred Department		
Section	Station Deferred Pickup and Delivery		
Location	Station	Direct Reports	None
Reports To	Supervisor – Station	Version Number	1
External Relations	Customer	Guide Number	7266
Internal Relations	Operations	Job Code	

Basic Function

Sorting, delivery, and pickups of heavy shipments. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Scan shipment.
- Sort shipments by customer locations.
- Drop shipments at customer location within the agreed commitment time.
- Ensure proper completion of Proof of Delivery as per procedure.
- Perform POD scanning.
- Perform pickup from customer with proper completion of pickup documentation.
- Ensure provision of shipment-related reports.
- Handover the shipments with Airway bill to Line haul.
- Increase business from the clients.
- Remit daily cash collection by end of shift/close of business.
- Maintain good attire and cleanliness to present the proper SMSA image.
- Perform pickup of document shipments if assigned to him by dispatcher or if it is available together with heavy shipment at the time of pickup.
- Attending Training
- Miss pick up, destination failure, Damage, Lost shipments, incomplete shipments
- Reduce customer complaints
- Staff Survey
- Safe driving

EHS

- 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
- 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 2
Initiative	Level 1
Teamwork	Level 1

Technical Competencie

Defensive driving knowledge	Intermediate
Language Proficiency knowledge (Arabic)	Beginner
Language Proficiency knowledge (English)	Beginner
On-road route planning for pickup and delivery	Intermediate
Package Handling Knowledge	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
<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 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

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