

## Courier - Station ECOM Pickup and Delivery

Job Title	Courier		
Division	Stations Operations Division		
Department	Station E-Commerce Department		
Section	Station ECOM Pickup and Delivery		
Location		Direct Reports	None
Reports To	Supervisor Operations LMX	Version Number	1
External Relations	Customer	Guide Number	7272
Internal Relations	Operations	Job Code	

### Basic Function

Sorting, delivery and COD cash collection of light weighted shipments to clients. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Van scans /sort shipment for delivery.
- Delivers shipment at customer location within the agreed commitment time.
- Maintain efficiency target
- Ensure proper completion of Proof of Delivery as per procedure.
- Perform Proof of Delivery scanning.
- Perform relevant Delivery Exception scan on packages and ensure it uploaded into the System.
- Handle shipment if any single package weight is less than 32Kg per piece with a maximum of 130Kg per shipment.
- Increase business from clients.
- Maintain good attire and cleanliness to present the proper SMSA image.
- Ensure remitting of daily cash collection before end of shift/close of business.

#### 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 5
Analytical Thinking	Level 5
Communication	Level 5
Teamwork	Level 4

### Technical Competencie

Defensive driving knowledge	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

*\*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

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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<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>