

Data Encoder - SDC Operations Processing

Job Title	Data Encoder		
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	None	Guide Number	7259
Internal Relations	Operations	Job Code	

Basic Function

Updating POD, Exception of shipments on daily basis. Filing POD's as per the policy and procedure. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Professional attire as per SMSA standards to worn while on duty.
- Update POD's within 22:30 hrs - Min capacity 180 per hr.
- Check and balance returned shipments against delivery record.
- Ensure all couriers handover delivery sheets completely filled with POD and Exceptions.
- Acknowledge paper return for all projects.
- Applicable scans to be applied to all shipments including DEX / HAL.
- Accurate Data capture as mentioned on the POD (Receiver name, Date, Time).
- Accurate filing as per file register by end of shift.
- COD amount to be collected from couriers in the absence of Supervisor as per the procedure.
- COD amounts collected from couriers should be handed over to Finance Department personnel within 24 hrs.
- Report any abnormalities regarding delivery sheets to Operation Supervisor – SDC.
- Perform other assignments as and when required.
- Training session to be attended with passing marks.
- Monitor pending shipments report on daily basis

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
Initiative	Level 1
Stress Management	Level 1
Teamwork	Level 1

Technical Competencie

Handling Customer Complaint Knowledge	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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

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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 three (3) years of relevant work experience, 2 years of which should be in Level-02 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 1 years industry experience of which at least 2 years has been in Level-02 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-01 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: