

## Director - Operations - Stations Operations

Job Title	Director - Operations		
Division	Stations Operations Division		
Department	Stations Operations Management Department		
Section	Stations Operations		
Location	Head Office	Direct Reports	National Manager Operations
Reports To	MD	Version Number	1
External Relations	All External Customers	Guide Number	7286
Internal Relations	All Internal Customers	Job Code	

### Basic Function

Principal corporate strategic planner for SMSA operations; overseeing both ground and international operations; focusing upon improving window-time, on- time delivery, and package safety; as well as regularly reviewing functional policies and service performance while ensuring coordination among all regions. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Planning & Organizing

- Plan and direct operations resources country wide with relevant departments to provide maximum service to meet customer/business requirements while maintaining cost effectiveness within company cost parameters.
- Ensure effective systems, handling equipment, facilities, and tools to meet business requirement as well as exceed customer expectations.
- Identify gaps that affect organizational effectiveness to provide service and determine resultant actions.
- Improve and increase services offering and products.

#### Service Quality & Corporate Image

- Ensure service provided meets customer and business expectation through upholding and ensuring that company image and branding is maintained at the highest level.

#### HR / Administrative

- Analyze business requirements and recommend appropriate staff training needs by implementing best practices from industry and customer.
- Ensure all employees are empowered / trained in respective job skill areas to build high-performance and motivated workforce to meet business objectives.
- With management team, determine and set SMART KPI / goals to be achieved in line with company / individual staff objectives.
- Monitor and set up appropriate systems to measure achievements against KPI.
- Provide effective feedback regarding achievement / successes and goals attained.

#### Finance

- Plan and control the department's budget and expenditure on a seasonal basis.

- Provide cost-effective solutions for the services and equipment required on an ad-hoc and planned basis.
- Through effective planning and communication, be able to foresee and plan for capital expenditure.
- Manage suppliers related to the department to ensure maximum cost effectiveness and service.

## Sales

- Support business-related initiatives, including visits to prospective clients.  
Plan and identify initiatives to enhance existing business network.

## Organizational Responsibilities

- Implement company policy and procedures to meet ISO and business requirements.
- Hold regular meetings with staff and maintain effective communication route to staff and the company relating to Operations.
- Achieve operations/ECOM/Fleet YTD KPI Y2020

## EHS

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm,, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- 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
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- 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, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

## Business Continuity

- Providing leadership, commitment, support, and resources to the BCMS.
- Assign responsibilities and authorities for other BCMS roles.
- Establishing and communicating the BC policy.
- Ensuring the performance of the BCMS is monitored, reviewed, and continually improved.
- Promoting and contributing to the BC culture

## Competencies - Professional and Technical

### Behavioral Competencie

Change Leadership	Level 4
Decision Making	Level 4
Initiative	Level 5
Planning & Organizing	Level 4
Stress Management	Level 5
Team Leadership	Level 4
Visioning & strategic Direction	Level 4

### 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

Advanced

*\*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

●Bachelor's Degree (Preferred specialization in their field of work).Must have at least ten (10) years of related work experience, 5 years of which should be in senior managerial/ executive capacity

Date Of Release

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