

## Dispatch Manager - SDC Operations Management

Job Title	Dispatch Manager		
Division	Special Services Division		
Department	Special Delivery Channel Department		
Section	SDC Operations Management		
Location	Head Office	Direct Reports	Team Leader - SDC Dispatch
Reports To	Manager - SDC Operations	Version Number	1
External Relations	Client, Customer	Guide Number	7252
Internal Relations	All related department	Job Code	

### Basic Function

Monitor and ensure all validated shipments are dispatched within the committed time. Ensure pickup from Client locations are done professionally and process the shipments as per procedures. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Monitor validated shipments from all projects to be handed over to SDC Operations within the predetermined cut-off times.
- Return / undelivered shipments not to exceed Customer SLA - 20%.
- 100% return shipments should be returned as per predetermine timings.
- Incorrect delivery / lost shipments not to exceed 0.007% monthly.
- Ensure 80% staff attending training achieves 75% pass marks.
- Staff fulfillment 90%.
- Staff Survey achieves 85% satisfaction.
- Provide feedback to Service Assurance to avoid exceeding return's SLA.
- 100% on time closure of Core tickets.
- Ensure the line haul courier picks up new shipments and credit cards from the Clients location as per the procedure.
- Ensure proper scans are processed for each shipment.
- Monitor daily station performance / data encoder dispatcher reports and acts upon area which require problem resolution and improvement.
- Assesses accuracy and confirms that work meets business standards, policies and procedures in taking actions within own authority / recommending those actions requiring higher authority.
- Inspects facilities and staffs to ensure good company image and safe working environment.
- Ensures collective high standards of performance from the team, communicating / allocating work requirements, priorities, expectations and responsibilities.

- Guides / trains team members on work procedures and systems. Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.
- Assists management by answering questions concerning dispatch, deliveries and package status.
- Ensures the DEO captures POD/DEX on each shipment by the end of each business day.
- Coordinates and liaises with the Service Assurance Specialist to ensure all shipments are delivered or returned to Client within the committed delivery cycle.

## 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

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.

- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

## Competencies - Professional and Technical

### Behavioral Competencies

Planning & Organizing	Level 2
Resource Management	Level 2
Risk Management	Level 2
Visioning & strategic Direction	Level 2

### 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

Intermediate

*\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

### Decision Making

Support high management for new project.  
Solving any issues relating SDC department as limited by authority.

### 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). (Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

•Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

•Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

\*Note: Industry Experience wherever its applicable

Date Of Release

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