

## Dispatcher - Station Priority Operations Processing

|                    |  |                  |          |
|--------------------|--|------------------|----------|
| Job Title          | Dispatcher                             |                  |          |
| Division           | Stations Operations Division           |                  |          |
| Department         | Station Priority Department            |                  |          |
| Section            | Station Priority Operations Processing |                  |          |
| Location           | Station                                | Direct Reports   | None     |
| Reports To         | Supervisor - Station                   | Version Number   | 1        |
| External Relations | None                                   | Guide Number     | 7277     |
| Internal Relations | Operations                             | Customer Service | Job Code |

### Basic Function

Ensure couriers are arranged to cater to pick up orders placed by customers. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Receive On-Call pickup information from customer service via print, email, call or through system.
- Obtain company information from Customer services.
- Ensure customer pickups are managed by arranging the courier at the customer point.
- Check booking belonging to couriers by route.
- Call the courier and assign the pickup by providing client's booking information.
- Use bingo sheet for determining the courier dispatch by order number assigned to the client.
- Arrange courier replacements in coordination with Station Supervisor in case of accident/breakdown.
- Follow up with couriers for on time pickup, e.g., clients closing time
- Inform the couriers about the customer pickups clients who frequently follow up.
- Prepare missed pickups reports and send it to customer services after taking statuses from the assigned couriers.
- Maintain regular pickup list and ensure that all regular pickups including On-Call pickups are done within scheduled window time.
- Adherence of Dispatch
- Mystery Shopping
- Training
- Passing Rate
- Staff Survey

#### 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 Competencies

|                     |         |
|---------------------|---------|
| Adaptability        | Level 3 |
| Conflict Management | Level 3 |
| Resource Management | Level 3 |
| Stress Management   | Level 3 |
| Teamwork            | Level 2 |

### Technical Competencies

|  |              |
|--|--------------|
| Language Proficiency knowledge (Arabic)  | Beginner     |
| Language Proficiency knowledge (English)   | Intermediate |
| MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge                        | Intermediate |
| SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e | 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 Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

• Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

• Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 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.

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|-------------------|--------------|
| <b>Signature:</b> | <b>Date:</b> |
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