

LHL Courier - SDC Operations Processing			
Job Title	LHL Courier		
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	Clients	Guide Number	7260
Internal Relations	Operations	Job Code	

Basic Function

Pick-up shipments / credit cards from Client / Bank. Transporting SDC shipments between Client to SDC to Client and outbound shipments from SDC to HUB. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Validated and un-validated return shipments handover to Clients before 1700 hrs.
- Shipments received from Client to balance with Daily Report.
- Delivery record and handover manifest to / from Customer / Operation to be completed and balanced.
- JED, DMM and Remote shipments must be connected to RUH Hub before 19:00 hrs.
- HAL shipments should be connected to the RSCs on the same day.
- Undelivered HAL shipments / PODs / return documents should be returned to SDC office once HAL CMT expired.
- Ensure all SDC shipments reaches destination within the agreed service time while maintaining safety and security standards.
- Check the basic maintenance of the vehicle regularly.
- Training session to be attended with passing marks.

EHS

- Participates in the emergency response plan development and in conducting emergency drills.
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits/inspection. Take a major role in incident reporting and investigation.
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Coordinate and participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation.

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	
Defensive driving knowledge	Beginner
Handling Customer Complaint Knowledge	Beginner
On-road route planning for pickup and delivery	Beginner
Package Handling Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Beginner
Vehicle technical knowledge	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	
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

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Prepared By:	Reviewed by:	Approved by:	Endorsed by:

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: