

## Management Associate - Stations Operations

Job Title	Management Associate		
Division	Stations Operations Division		
Department	Stations Operations Management Department		
Section	Stations Operations		
Location	Station	Direct Reports	
Reports To	Director - Operations	Version Number	1
External Relations	Customers	Guide Number	7287
Internal Relations	All Internal Customers	Job Code	

### Basic Function

Performs duties that are meant to assist the management team. Responsibilities vary depending on the needs of your employer. May perform research and calculations to help prepare an annual budget. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Gather and prepare data for analysis, as directed
- Ensure compliance with standard procedures.
- Involvement in preparation of Department KPI's.
- Updating Department KPI's monthly.
- Providing/Submission of Operations Report.
- Budget submission/alignment.
- Performing administrative duties, and scheduling appointments.
- Assisting human resources with recruitment activities and creating work schedules.
- Supporting the whole operations with the enforcement of company policies and standards.

#### 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

#### HR / Administrative

- Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.

#### Monitoring

- Perform an overall audit function on packages in-house and on the vehicles.
- Provide periodic information and reports regarding supervised employees.
- Inspect facilities and vehicles to ensure positive company image and safety.

#### Organizational Responsibilities

- Assist management by answering questions concerning deliveries and package status.

#### 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	
Change Leadership	Level 3
Conflict Management	Level 3
Decision Making	Level 3
Initiative	Level 3
Planning & Organizing	Level 3
Resource Management	Level 3
Stress Management	Level 3
Team Leadership	Level 3
Teamwork	Level 4
Technical Competencie	
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
Route Planning Knowledge for Industrial Engineers	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
<p>Intermediate</p> <p><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i></p>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>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.</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position</p> <p><i>*Note: Industry Experience wherever its applicable</i></p>

Date Of Release

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

<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.

<b>Signature:</b>	<b>Date:</b>