

Manager - Station ECOM Management

Job Title	Manager		
Division	Stations Operations Division		
Department	Station E-Commerce Department		
Section	Station ECOM Management		
Location		Direct Reports	None
Reports To	Manager - Operations LMX	Version Number	1
External Relations	Customer	Guide Number	7267
Internal Relations	Sales, Retail,	Job Code	

Basic Function

Overseeing the operations by ensuring all packages are correctly received, sorted, and delivered undamaged within the predefined service commitment standard times; monitoring all LMX station operation schedules (Stations, Station-Customer Points); and verifying a high-level of coordination between regional operational facilities and other Hubs. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Supervise the LMX station's delivery operations within the station's area to ensure delivery of shipments within committed time.
- Ensure compliance with standard procedures.
- Monitor daily Station performance reports and acts upon areas which require problem solving and improvement.
- Manage same day delivery operations by arranging overtime-based couriers (overtime for late shift).
- Verify account of all shipments received in station by end of the day.
- Allocate couriers effectively and efficiently to business zones within the station's area ensuring that all customer points are reached.
- Verify resolution of Customers (Customer Service / Sales Department) queries/complaints.
- Complete and resolve End of Business Day Reports.
- Arrange for and follow up on Special Delivery requests.
- Analyse couriers' routes for adjustments.
- Cost control
- Employee retention and efficiency

EHS

- 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

- 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
- Coordinate and participate in the paper and other recycling programs

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 Competence

Adaptability	Level 5
Analytical Thinking	Level 5
Communication	Level 5
Teamwork	Level 4

Technical Competence

Area/Territory Knowledge (Geographic Knowledge)	Intermediate
Daily Route Management	Intermediate
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

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

Decision Making

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Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
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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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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: