

## National Manager - Stations Operations

Job Title	National Manager		
Division	Stations Operations Division		
Department	Stations Operations Management Department		
Section	Stations Operations		
Location	Head Office	Direct Reports	Station Managers
Reports To	Director Operations	Version Number	1
External Relations	All External Customers	Guide Number	7289
Internal Relations	All Internal Customer	Job Code	

### Basic Function

Managing operations of all SMSA Stations' and MOH Operations kingdom wide while maintaining high standard of service to our internal customers. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### CORE

- Manage all stations operations Stats to ensure delivery and pickup of shipments within committed time.
- Develops overall station operations' plans and budgets based on goals and objectives
- Ensure all stations' operations adhere to standard procedures.
- Monitor All Stations' performance reports and acts upon areas which require problem solving and improvement.
- Ensure End of Business Day Reports within the target.
- Ensure all stations' routes are reviewed regularly and within company set standards.
- Direct and Analyze couriers' routes kingdom wide.
- 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.
- Provide periodic information and reports regarding supervised employees.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.
- Perform an overall audit function on packages in-house and on the vehicles.
- Inspect Station facilities and vehicles to ensure positive company image, efficiency in station operations and safety.
- Ensure Station operational improvement plan is in place.
- Arrange for and follow up on Special Delivery / Pickup requests.
- Verify resolution of Customers (Customer Service / Sales Department) queries/complaints.
- Assist management by answering questions concerning deliveries and package status.

- Works hand in hand with sales management to promote sales growth.
- Cost Control
- Project plan
- Employee retention skills enhancement
- Saudization

#### MOH Projects

- Ensure MOH projects are achieving its objective and target as per SLA.

#### HR / Administrative

- Ensure all vacant positions in nationwide station and MOH operations are filled as per the manpower requirement plan.
- Recommend promotions for employees who consistently exceed performance expectations and satisfy other requisite criteria.
- Support HR in the development and execution of training.
- Adapt reporting to KPI requirements of each functional area.

#### 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

Change Leadership	Level 4
Conflict Management	Level 3
Decision Making	Level 5
Influence	Level 4
Initiative	Level 4
Resource Management	Level 3
Risk Management	Level 3
Stress Management	Level 3
Team Leadership	Level 5
Visioning & strategic Direction	Level 5

### Technical Competencies

Area/Territory Knowledge (Geographic Knowledge)	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
Total Quality Management 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

Advanced

*\*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

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent. Those in Technical positions must have bachelor degree in their respective field), Post graduate degree an advantage. 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 Logistics experience, Courier or Freight forwarding industry experience of which at least 3 years has been in Senior management position

or

- Diploma, certificate courses with over 10 years Logistics experience, Courier or Freight forwarding industry experience of which at least 5 years has been in management position

Date Of Release

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

Updated by:	Date:	Approved by:	Date:

<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.

Signature:	Date: