

Operations Agent - Gateway Operations Processing

Job Title	Operations Agent		
Division	Transportation Operations Division		
Department	Gateway and Clearance Department		
Section	Gateway Operations Processing		
Location		Direct Reports	Handlers
Reports To	Supervisor - Gateway	Version Number	1
External Relations	None	Guide Number	7307
Internal Relations	Operations	Job Code	

Basic Function

Generating reports, collecting data, and all other administrative duties within station. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Sort, scan, and manifest shipment for held, incomplete shipments.
- Perform Gateway In scans for inbound package when receiving shipment.
- Perform late receive scan for all late arriving shipments.
- Enter information in system.
- Perform Stat 66 (GTW – Release) scans for outbound shipments going to Hub.
- Perform a tally between station inbound package scan vs. packages in Van.
- Performing necessary versus reports to ensure all shipments passing through gateway are having appropriate scans.
- Passing rates on training exams
- Attending training
- Staff survey
- Lost, damage, dwell time shipments
- Screening of inbound shipments
- Maintain file register

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 Competencie	
Adaptability	Level 2
Communication	Level 2
Initiative	Level 3
Stress Management	Level 2
Teamwork	Level 2
Technical Competencie	
Dangerous Goods Knowledge	Beginner
Knowledge of customs procedure	Beginner
Language Proficiency knowledge (English)	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Intermediate

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>Beginner</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
<ul style="list-style-type: none"> ●Diploma (Preferred specialization in their field of work) at least three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry. <p>or</p> <ul style="list-style-type: none"> ● High / Middle School Certificate or Technical Courses <p>(Those in technical jobs must have appropriate certification in their respective trades) with over 1 year industry experience of which at least 2 years has been in Level-02 position</p> <p>or</p> <ul style="list-style-type: none"> ●High / Middle School Certificate or Technical Courses <p>(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-01 position</p> <p><i>*Note: Industry Experience wherever its applicable</i></p>

Date Of Release

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: