

## Operations Agent - Hub Operations Processing

Job Title	Operations Agent		
Division	Transportation Operations Division		
Department	Hub and Linehaul Department		
Section	Hub Operations Processing		
Location	Hub	Direct Reports	Couriers Line Haul Priority
Reports To	Manager Hub - Line haul	Version Number	1
External Relations	None	Guide Number	7316
Internal Relations	Operations	Job Code	

### Basic Function

Properly receiving shipments within the Hub, sorting and connecting with Line haul to the respective destinations. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Meet procedural requirements in forwarding of shipments.
- Scan and acknowledge the manifest upon receiving of shipments.
- Sort shipment according to its destination.
- Supervise consolidating of shipments as per destination.
- Manage the segregation as per the high value and normal shipment.
- Prepare separate manifest for all the shipments.
- Supervise delivery of separate pre-alerts destination of high value shipment for security to have monitoring over the arriving shipments.
- Ensure preparation of vehicle manifest with regards to number of pieces and bags along with the driver details and tag numbers.
- Prepare report, which are related to International Service Partners daily flights.
- Ensure the report of shortages and overages are identified for the shipments arriving from International destinations.
- If there is shortage, follow-up to ensure removal of any discrepancy.
- Prepare inbound value report to provide daily and monthly productivity of inbound shipments handling.
- Submission of Monthly Individual KPI report.
- Staff Survey
- Saudization
- Vehicular Accidents
- On time dispatch of Linehaul trips

#### 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

- 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
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

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

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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 four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.
or
●Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position
or
●Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 position
 *Note: Industry Experience wherever its applicable

Date Of Release

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