

Operations Agent - SDC Operations Processing

Job Title	Operations Agent		
Division	Special Services Division		
Department	Special Delivery Channel Department		
Section	SDC Operations Processing		
Location	Station	Direct Reports	Courier - SDC
Reports To	Supervisor - SDC Operations	Version Number	1
External Relations	None	Guide Number	7261
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

General

- Validated shipments delivered within agreed commitment time.
- Card and pin codes deliver as per procedure (Card same day and pin next business day).
- Monitor the pre-alerts shipments for receiving.
- All inbound shipments (delivery limit over) and HAL CMT expired shipments to be returned to the Client before 13:00 hours.
- Acknowledgment papers return for all projects.
- On time closure of Core Tickets.
- Applicable scans to be applied to all shipments including IB/OB/DEX/HAL and Cage In.
- Scans (Operation In) for all dispatch out shipments on the same day.
- Reduction of undelivered shipments.
- Monitor returned shipments and provide feedback to Service Assurance not to exceed customer SLA's per month.
- If any documents or submittal are required to be completed, contact the Supervisor for completion and follow up until requirement is met.
- Training & Pass marks.

EHS

- Participates in the emergency response plan development and in conducting emergency drills.
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits/inspection. Take a major role in incident reporting and investigation.
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel.

- Coordinate and participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation.

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 Competencies

Communication	Level 2
Initiative	Level 1
Stress Management	Level 1
Team Leadership	Level 2

Technical Competencies

Daily Route Management	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Package Handling Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	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

Beginner

**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

- 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.
or
 - High / Middle School Certificate or Technical Courses
(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position
or
 - High / Middle School Certificate or Technical Courses
(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

*Note: Industry Experience wherever its applicable

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: