

## Operations Agent - Station ECOM Operations Processing

Job Title	Operations Agent		
Division	Stations Operations Division		
Department	Station E-Commerce Department		
Section	Station ECOM Operations Processing		
Location	Hub	Direct Reports	
Reports To	Supervisor	Version Number	1
External Relations	Customer	Guide Number	7271
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

#### Operations

- Ensure all the shipments get a correct Sort and scan for the new and incomplete shipments.
- Ensure RTS IN Scan has been applied in the receiving shipments.
- Responsible for the receiving manifest.
- Perform and update COD RTS and comment Scans in CORE system
- Update information in CORE system.
- Responsible for counting the shortage and overage shipments, and informing the concerned departments of the results to take the appropriate action.
- Complete consolidated report for all Hand over shipments.
- Manage the RTS team.
- Ensure appropriate filing of all manifests.
- Pre alert the dispatching shipments to the concerned departments.
- Resolve any pending tickets
- Ensuring less damage claims
- Managing tickets
- Monitoring the shortage & overage shipments
- Control Lost/Missing/ Damage
- Maintain RTS Process with in time frame

#### 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**

- 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

Adaptability	Level 2
Initiative	Level 3
Resource Management	Level 2
Stress Management	Level 2
Teamwork	Level 2

### Technical Competencies

Handling Customer Complaint 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

\*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

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