

Operations Manager - Station ECOM Management

Job Title	Operations Manager		
Division	Stations Operations Division		
Department	Station E-Commerce Department		
Section	Station ECOM Management		
Location		Direct Reports	
Reports To	Director-Operations	Version Number	1
External Relations	Customer	Guide Number	7268
Internal Relations	Sales, Retail,	Job Code	

Basic Function

Managing operations of Last Mile Exclusive (LMX). Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Closely liaise with sales; customers and coordinate with regions to ensure Customers SLA are met through distribution of LMX shipments.
- Ensure data requirement, validation and delivery complies with the required standards.
- Ensure enough supplies are maintained to handle the volume.
- Monitor Operational process/procedures are adhered to as per the standards to prevent failure.
- Verify account of all shipments received in station by end of the day.
- Ensure sufficient staffing is available to handle all volumes.
- Ensure that couriers are always in presentable attire and that proper etiquettes are maintained.
- Reduce return shipments to clients and ensure they are within the agreed SLA's through daily management and constant monitoring.
- Ensure that the UTL processes and procedures for LMX shipments are followed by each region and monitor the implementation of the processes and procedures.
- Ensure all Non-compliances are closed within the allocated time.
- Measure and take corrective action to achieve goals / targets.
- Conducts regular meeting with Ecom clients to ensure all LMX Operations are processed in alignment with the SLA's.
- Closely coordinate with customers and provide support and solution for optimized delivery and fewer returns.
- Review SLA with customers and respective departments.
- Prepare annual budget for Last Mile Exclusive (LMX) section under Operations Department.
- Ensure the business unit follows a continual improvement policy within the company policies and procedures to meet ISO requirements.

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

- 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

Adaptability	Level 4
Conflict Management	Level 4
Decision Making	Level 4
Planning & Organizing	Level 4
Stress Management	Level 4
Team Leadership	Level 4

Technical Competencies

Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

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

Intermediate

*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.). 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 industry experience of which at least 2 years has been in management position

or

•Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory 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: