

Operations Manager - Stations Operations			
Job Title	Operations Manager		
Division	Stations Operations Division		
Department	Stations Operations Management Department		
Section	Stations Operations		
Location		Direct Reports	Supervisor Station
Reports To	Regional Manager Operations		Version Number 1
External Relations	Customers		Guide Number 7290
Internal Relations	Sales		Job Code

Basic Function

Overseeing the operations by ensuring all packages are correctly received, sorted, and delivered undamaged within the predefined service commitment standard times; monitoring all station operation schedules (Stations, Station-Customer Points); and verifying a high-level of coordination between regional operational facilities and other Hubs. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Supervise the station's pickup and delivery (PD) operations within the station's area to ensure delivery of shipments within committed time.
- Ensure compliance with standard procedures.
- Monitor daily Station performance reports and acts upon areas which require problem solving and improvement.
- Verify account of all shipments received in station by end of the day.
- Ensure all pickups completed before the customer closing time.
- Allocate couriers effectively and efficiently to business zones within the station's area ensuring that all customer points are reached.
- Verify resolution of Customers (Customer Service / Sales Department) queries/complaints.
- Complete and resolve End of Business Day Reports.
- Arrange for and follow up on Special Delivery / Pickup requests.
- Analyze couriers' routes for adjustments.
- Cash collection
- Budget submission/align
- Training & Passing rate
- Survey (Staff/Customer)
- Destination Failure
- Mis pickup, incomplete shipments, loss shipments ,control damage, Missort

- Company Vehicle Maintenance/accidents
- Saudization
- Mystery shopping

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

HR / Administrative

- Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.

Monitoring

- Perform an overall audit function on packages in-house and on the vehicles.
- Provide periodic information and reports regarding supervised employees.
- Inspect facilities and vehicles to ensure positive company image and safety.

Organizational Responsibilities

- Assist management by answering questions concerning deliveries and package status.

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 Competencie	
Change Leadership	Level 3
Conflict Management	Level 3
Decision Making	Level 3
Influence	Level 3
Initiative	Level 3
Planning & Organizing	Level 3
Resource Management	Level 3
Stress Management	Level 3
Team Leadership	Level 3
Teamwork	Level 4
Technical Competencie	
Area/Territory Knowledge (Geographic Knowledge)	Intermediate
Daily Route Management	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
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
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

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: