

## Operations Supervisor - SDC Operations Management

Job Title	Operations Supervisor		
Division	Special Services Division		
Department	Special Delivery Channel Department		
Section	SDC Operations Management		
Location		Direct Reports	Courier - SDC
Reports To	Manager - SDC Operations		Version Number 1
External Relations	Client, Customer		Guide Number 7254
Internal Relations	All related department		Job Code

### Basic Function

Monitor and ensure all validated shipments are delivered within the committed time. Ensure pickup from Client locations are processed professionally. Scans on each shipment are processed as per procedures. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Ensure the line haul courier picks up shipments from the Clients location as per the procedure.
- Ensure proper scans are processed for each shipment.
- Monitor the sorting of shipments as per the procedure done by Operations Agent.
- Ensure proper routing within the stations area and zones.
- Assigns couriers to business zones within the stations area and zones.
- Ensures smooth flow of deliveries & route balancing time to time.
- Monitor daily station performance/ courier reports and acts upon area which require problem resolution and improvement.
- Assesses accuracy and confirms that work meets business standards, policies and procedures in taking actions within own authority / recommending those actions requiring higher authority.
- Performs an overall functions on packages in-house and on the vehicles
- Provides periodic information and reports regarding supervised employees
- Inspects facilities and vehicles to ensure good company image and safe working environment.
- Ensures collective high standards of performance from the team, communicating / allocating work requirements, priorities, expectations, and responsibilities.
- Guides / trains team members on work procedures and systems. Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.
- Assists management by answering questions concerning deliveries and package status.
- Coordinates the work activities within the facility; answers questions and provides guidance in solving work problems and to ensure filling the route gap when the route courier proceeds on vacation.
- Ensures the DEO captures POD / exception on each shipment by the end of each business day.

- Coordinates and liaises with the Service assurance Specialist to ensure all shipments are delivered or returned to client within the committed delivery cycle.
- Incorrect delivery /lost shipments
- Return/undelivered shipments
- Training & Pass marks
- Staff Fulfillment
- Saudization
- Staff Survey
- Scan Compliance
- Acknowledgement forms return for all projects
- Closure of tickets
- Cards and pincodes delivery

## 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.
- 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 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.
- 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

Conflict Management	Level 2
Creative Thinking	Level 2
Initiative	Level 2
Stress Management	Level 2

### Technical Competencie

Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
Route Planning Knowledge for Industrial Engineers	Intermediate
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

Intermediate

*\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

### Decision Making

Support high management for new project.  
Solving any issues relating SDC department as limited by authority.

### 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.), Post graduate degree an advantage. 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 Level-05 position
- or
  - Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 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>