

Regional Manager - Stations Operations

Job Title	Regional Manager		
Division	Stations Operations Division		
Department	Stations Operations Management Department		
Section	Stations Operations		
Location	Hub	Direct Reports	Station Supervisor
Reports To	Director Operation	Version Number	1
External Relations	Customers	Guide Number	7292
Internal Relations	Various Departments	Job Code	

Basic Function

Managing Northern Region day-to-day operations activities, ensuring compliance with ISO-certified SOPs and processes, and ensuring maximum customer experience and satisfaction. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Handle developmental/special projects handed over by SMSA management.
- Oversee day-to-day activities of the Hub and Line Haul Department -Gateway / Station Operations - Deferred Service (Bulk) Department & Special Projects Operation under his area.
- Ensure Hub/Station assign couriers to business zones within the assigned region to ensure reaching all customer points effectively and efficiently thereby providing service within the committed time frame.
- Ensure earnings are remitted on time following proper accounting procedures.
- Evaluate performance of his subordinates based on KPIs accomplished on a yearly basis.
- Attend weekly Local Service Review meetings and discuss concerns which affect operations.
- Review route plans, courier incentive program and audit manpower schedule.
- Review budget and proposal for the department's improvement.
- Reduce customer complaints
- Control Damages Align with the budget
- Survey (Employee/Customer)
- Staff training
- Operation related Reports
- SMSA Priority shipments target including SPO, SFS, IB
- Miss pick up/Missort
- Destination Failure
- Lost shipments
- Vehicular Accidents Ratio

- Mystery Shopping
- Saudization
- Passing Rate
- HIP versus HOP Scanning Compliance

HR / Administrative

- Ensure all subordinates are receiving compensation/incentive commensurate to their position and performance.
- Initiate programs that will help improve operational efficiency and productivity.
- Disseminate pertinent information to subordinates such as job-related developments and trends, announcements, etc.

Customer Focus

- Conduct interdepartmental meeting to discuss complaints and ensure support to the all the related departments.
- Correspond with customers regarding feedback and complaints outside of SMSA.

Team Supervision

- 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.

Organizational Responsibilities

- Performs and/or implements quality systems and ISO related activities

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

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 3
Change Leadership	Level 3
Conflict Management	Level 4
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 4
Teamwork	Level 4

Technical Competencies

Area/Territory Knowledge (Geographic Knowledge)	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
Total Quality Management Knowledge	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

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: