

Senior Handler - Hub Operations Processing

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|--------------------|------------------------------------|----------------|------|
| Job Title | Senior Handler | | |
| Division | Transportation Operations Division | | |
| Department | Hub and Linehaul Department | | |
| Section | Hub Operations Processing | | |
| Location | Hub | Direct Reports | None |
| Reports To | Supervisor Line haul | Version Number | 1 |
| External Relations | None | Guide Number | 7317 |
| Internal Relations | Operations | Job Code | |

Basic Function

Sorting, scanning, packaging, loading, handling, and assisting in various activities within the assigned operational area. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- SMSA Priority service – Receive shipment from drivers, offload shipment, and place on ground.
- Wise sorting of the shipment.
- Place shipment on separate palates.
- Move palates onto the assigned space of different locations / stations.
- Load the shipments on SMSA truck for the respective areas, station, locations.
- Receive scan of shipment with priority/deferred courier employee number.
- Arrange all Airway bill with respect to locations.
- Prepare E-manifest per city/station for all respective Airway bills.
- Complete Shipment forward scan with the city-wise scanner.
- Send outgoing mail to the respective destination of delivery (station/city).
- Ensure no shipment remains left on the ground.
- Download tracker information on computer.
- Loss shipments
- Damage shipments
- Staff survey
- Scan compliance
- Incomplete shipments
- Training & Passing Rate

EHS

- 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
- 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

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| Adaptability | Level 2 |
| Initiative | Level 2 |
| Teamwork | Level 2 |

Technical Competencies

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| Language Proficiency knowledge (Arabic) | Beginner |
| Language Proficiency knowledge (English) | Beginner |
| Package Handling Knowledge | 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

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

•High / Middle School Certificate or Technical Courses
 , must have appropriate certification in their respective field or 1 year experience in their field.

Date Of Release

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| Prepared By: | Reviewed by: | Approved by: | Endorsed by: |
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| Updated by: | Date: | Approved by: | Date: |
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| Employee Name: |
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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.

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| Signature: | Date: |
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