

Supervisor - Station Deferred Management

Job Title	Supervisor		
Division	Stations Operations Division		
Department	Station Deferred Department		
Section	Station Deferred Management		
Location	Station	Direct Reports	Sorter
Reports To	Manager Station	Version Number	1
External Relations	Customer	Guide Number	7263
Internal Relations	Operations	Job Code	

Basic Function

Monitoring and supervising the input, movement, processing/sorting, and output of various functions of the station within the region to ensure a high level of service quality. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Follow up on couriers for delivering shipments aggressively. & Adhere to all delivery commitments
- Receive calls, queries, mails, tickets from customer services and other internal customers.
- Supervise the dispatcher in case of any issue in scheduling.
- Manage same day delivery operations by arranging overtime-based couriers (overtime for late shift).
- Coordinate transportation of held packages to retail stations for the customers who want to pick them up.
- Verify shipments are received from respective Hub according to the standard operating procedure
- Certify remittances are submitted through the accountant by couriers the same day of collection.
- Vehicle accident maintenance
- Guarantee important pickups after 5 pm can be arranged with the available couriers.
- Ensure that shipments are urgently delivered to the destinations by arranging for the overtime-based courier (For late shift).
- Handle customers' complaints.
- Monitor attendance and Overtime.
- Destination Failures
- Lost, incomplete, control damage, missort shipment handling
- Safety Driving
- Survey (Staff/Customer)
- Saudization
- Training & Passmarks

- Align with the budget
- SMSA priority overnight (SPO),(SFS)(IB)
- Handle customer complaints
- Cash collection
- Mystery shopping
- Maintain file register as per policy

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

- 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

Communication	Level 3
Conflict Management	Level 3
Decision Making	Level 3
Initiative	Level 3
Planning & Organizing	Level 3
Stress Management	Level 3
Teamwork	Level 3

Technical Competencies

Daily Route Management	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	Beginner
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

*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 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 Supervisory position

or

•Diploma, certificate courses with over 5 years industry experience of which at least 2 years has

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: