

Supervisor - Station ECOM Management			
Job Title	Supervisor		
Division	Stations Operations Division		
Department	Station E-Commerce Department		
Section	Station ECOM Management		
Location		Direct Reports	Sorter - LMX
Reports To	Manager - Station LMX	Version Number	1
External Relations	Customer	Guide Number	7269
Internal Relations	Operations	Job Code	

### Basic Function

Monitoring and supervising the input, movement, processing/sorting, and output of various functions of the LMX station 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.
- Receive calls, queries, mails, tickets from customer services and other internal customers.
- Supervise LMX Couriers 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 LMX couriers the same day of collection.
- Ensure that shipments are urgently delivered to the destinations by arranging for the overtime-based courier (For late shift).
- Handle walk-in customers' complaints.
- Monitor attendance and Overtime.
- Employee retention – skills enhancement.
- Cost control

#### EHS

- 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
- Participates in the emergency response plan

- 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

## 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

Adaptability	Level 5
Analytical Thinking	Level 5
Communication	Level 5
Teamwork	Level 4

### Technical Competencie

Daily Route Management	Intermediate
Handling Customer Complaint 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

### 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

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### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
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### Qualification : Education and Experience

<p>●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.</p> <p>or</p> <p>●Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position</p> <p>or</p> <p>●Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 position</p> <p>*Note: Industry Experience wherever its applicable</p>
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Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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<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>