

## Team Leader - SDC Operations Management

Job Title	Team Leader		
Division	Special Services Division		
Department	Special Delivery Channel Department		
Section	SDC Operations Management		
Location	Head Office	Direct Reports	Courier - SDC
Reports To	Supervisor - SDC Operations	Version Number	1
External Relations	Any related external relations	Guide Number	7256
Internal Relations	All related department	Job Code	

### Basic Function

Ensure all couriers route balanced and all validated shipments are out for delivery with courier. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Ensure each route as adequate resources for delivery of SDC shipments.
- Manage courier route for optimum deliveries.
- Assist Station Agent in sorting daily shipments.
- Perform scan all inbound shipments.
- Perform Station Agent's function in his absence.
- Monitor all validated shipment deliveries.
- Perform Supervisor role in his absence.
- Assist Supervisor in all daily functions.
- Assist Station agent for ticket resolution.
- Training & Pass marks

#### General

- Ensure the staff at highest level of quality and productivity and exhibit high levels of integrity and ethical behavior.

#### 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 and 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 Competencies

Communication	Level 2
Conflict Management	Level 1
Decision Making	Level 1
Team Leadership	Level 2

### Technical Competencies

Daily Route Management	Intermediate
Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
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

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

- Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.  
or
  - Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position
  - or
    - Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position

\*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

<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>