

Team Leader - Station Deferred Management

Job Title	Team Leader		
Division	Stations Operations Division		
Department	Station Deferred Department		
Section	Station Deferred Management		
Location	Deferred Station	Direct Reports	Handlers
Reports To	Supervisor - Deferred	Version Number	1
External Relations		Guide Number	7264
Internal Relations	Operations	Job Code	

Basic Function

Manifesting & Scanning, Reports generating, Administrative functions within the Deferred Station.

KEY Responsibilities

Core

- Manage the flow of day-to-day dispatch.
- Ensuring all the scan compliance for the dispatch.
- Create reports and update the supervisor with team's progress.
- Communicate clear instructions to team members.
- Listen to team members' feedback and provide any training that team members required.
- Develop a strategy among the team to reach its goal
- Motivate and inspire team members.
- Help keep the team focused and on the work.
- Encourage creativity, risk-taking, and constant improvement.
- Loss shipments
- Damage shipments
- Incomplete shipments
- Missort shipments
- Scanning compliance
- Survey (Staff/Customer)
- Maintain file register
- Miss scan/miss shipments
- Reduce customer complaints
- Control Lost/Damage shipments
- Training/passing

- 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 Competencies

Adaptability	Level 2
Communication	Level 2
Initiative	Level 3
Stress Management	Level 2
Teamwork	Level 2

Technical Competencies

Daily Route Management	Beginner
Language Proficiency knowledge (Arabic)	Beginner
Language Proficiency knowledge (English)	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:
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: