

## Trace Officer - Customer Services Management

Job Title	Trace Officer		
Division	Customer Services Division		
Department	Customer Services Department		
Section	Customer Services Management		
Location		Direct Reports	CS & SSC Supervisor
Reports To	Customer Services & Retail Supervisor	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operations / Sales / Retail / CS	Job Code	

### Basic Function

Trace Officer is primary responsible to update all traces assigned/unassigned at regular intervals. Call Back process within time frame. Follow up traces. Timely communication for problem resolution. Maintain quality feedback on trace to resolve the issue. Timely follow-up with customer.

### KEY Responsibilities

#### Core

- Responsible to update all traces assigned/unassigned at regular intervals.
- Call back Process within 24 hours.
- Primary Traces should be updated with complete details from Customer.
- Follow up the trace on service failure address change, Trace Queue to correct location. Check unassigned secondary traces on timely basis.
- Coordinate with destination on Customs paperwork's for held shipments.
- Timely communication through Email/Fax/Telephone with relative departments for problem resolution.
- Check unassigned traces every 30 minutes. Review all traces at least 2 times daily.
- Check pending traces, read emails, secondary traces within 16 hours.
- Confirm delivery instructions with customer.
- Maintaining Quality feedback on trace resolve the issue.
- Follow up with customer as per standard.

#### General

- Coordinate with related department to solve any issues.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.
- Tickets to be actioned
- Closure time target to be achieved

#### EHS

- Understand and adhere to the company's environmental and safety policies.

- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

## Competencies - Professional and Technical

### Behavioral Competencies

Communication	Level 3
Initiative	Level 1
Networking/Relationship building	Level 1
Stress Management	Level 2
Teamwork	Level 2

### Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	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

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>