

Freight Manager

Job Title	Manager(Freight)		
Division	SMSA Freight Department		
Department	SMSA Freight Department		
Section	SMSA Freight Department		
Location		Direct Reports	Freight Coordinator
Reports To	Sales Manager	Version Number	1
External Relations	Freight Forwarders, Airlines, Agents, Customs , etc	Guide Number	
Internal Relations	All departments	Job Code	

Basic Function

Secure GSA - Cargo, of potential airlines, generate air cargo sale through cargo / logistic, courier companies. In addition promote the SFD products - Air, Land and Sea Freight, warehousing and other projects independently and within the existing sales channels of the country. Support the plans laid down by the company to diversify its overall business and consolidate its position and image globally.

KEY Responsibilities

Core

- Responsible for the Budget and revenue of the SFD division (GSA & Freight Forwarding)
- Support in securing GSA - Cargo of potential full service airlines and low cost carriers.
- Coordinate with all freight forwards, courier companies and commercial establishments within the Kingdom to promote the airline capacity as the GSA - Cargo airline representative.
- Support the company in its plans to diversify its business export of air cargo through the GSA airlines.
- Support the company in its plans to strengthen its GSA base and make its bargaining power with the non - GSA airlines stronger. It helps in negotiating better.
- To secure better rates in order to expand and support the plans laid down by the company to diversify its overall business and consolidate its position globally.
- Serve as the one relationship with the GSA and SMSA for levels related to commercial , finance , billing and complain resolution.
- Monitor the KPI's and services level for the airline and the department
- Promote the freight forwarding division of the SFD (Air, Land & Sea) through direct selling and supporting the SMSA Bahrain Sales Channel
- Identifying business opportunities that are in line with the organization's strategic direction to optimize the sustainable growth of the product and department.
- Focus on improving agency relationship globally with freight forwarders thus benefiting in gaining better long terms competitive rates to support air / sea import enquiries generated by the sales team
- Ensure proper cost allocation and billing for all freight product is done on a timely manner
- Prepare annual plan of Business Development.
- Generation of scheduled report for the management and other reports requested from time to time.

- Any other jobs allocated by the manager in line with the department and or the country objectives

-

Development

- Suggest and recommendation for management to enhance and or improve the department objectives or growth.
- Enhance existing services.
- Wider market coverage
- Focus on KSA and BAH lanes for LTL and FTL movements and Increase the FTL volumes
- Improving customers experience by enhancing Sales, CS & Coordination team capabilities and knowledge .
- Manage and handling to ensure team members target is achieved
- Implementing high level of security and meeting SMSA standard operations and policies
- Create new ideas for developing new or current businesses.
- Develop analysis of performance and recommend areas for improvement.
- Conduct research and analysis on industries, markets, and target clients to identify potential needs, trends, and business development opportunities.

General

- Coordinate with related department and client to solve any issues for shipments or process of deal.

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

Adaptability	Level 4
Decision Making	Level 4
Networking/Relationship building	Level 4
Planning & Organizing	Level 4
Resource Management	Level 4

Technical Competencies

Compliance Management Knowledge	Advanced
External and or Third-party System Knowledge	Advanced
Knowledge in Consultative Selling Approach	Advanced
Vendor Management Knowledge	Advanced

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 five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory 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: