

## Key Accounts Executive - Freight Operations Processing

Job Title	Key Accounts Executive		
Division	SMSA Freight Division		
Department	Freight Operations Department		
Section	Freight Operations Processing		
Location	IBU Bahrain	Direct Reports	
Reports To	Freight Operations Supervisor	Version Number	1
External Relations	Vendor, Customer, Customs Broker	Guide Number	
Internal Relations	Finance, Sales, Operations	Job Code	

### Basic Function

Data Entry, follow up on shipments, costing and cross-checking of the provided documents. Fully understand, drive and promote SMSA vision, culture and values.

## KEY Responsibilities

### General

- Monitor SFD shipments from pick up until delivery
- Maintain clear communication with suppliers, logistics providers, and internal teams to ensure smooth operations and timely deliveries.
- Enter data for completed jobs using Logistaas Software
- Maintain assigned reports pertaining to SFD
- Verify all jobs for cost and selling before job closing and billing
- Address and resolve issues related to shipments and work with the relevant teams to find solutions and minimize disruptions.
- Ensure submission of any required reports for SFD shipments, keeping stakeholders informed about performance, issues, and resolutions.
- Physical filing of all completed shipment files, keeping records organized for easy access.
- Any other department related jobs that are assigned from time to time.

### 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
Continuous Learning	Level 2
Decision Making	Level 2
Networking/Relationship building	Level 3
Planning & Organizing	Level 3
Teamwork	Level 3

### Technical Competencies

Database Management Knowledge	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Knowledge of customs procedure	Beginner
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (IP telephony, CORE, ERP, SDM, INFINITY, SPOT, POS, Siebel, Courier App	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
<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

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

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

  

<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>