



Operations Agent - Freight Operations Processing

Job Title	Administrative Coordinator
Division	SMSA Freight Department
Department	Freight Operations Department
Section	Freight Operations Processing

Location		Direct Reports	
Reports To	Operations Supervisor - Freight Operations	Version Number	1
External Relations	Vendor, Customer, Customs Broker	Guide Number	8435
Internal Relations	Finance, Sales, Operations	Job Code	

Basic Function

Data Entry, scanning and uploading of the job file documents, costing and cross-checking of the attached documents. Follow up on shipments from pick up until delivery. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Monitor SFD shipments from pick up until delivery.
- Opening Job Cards for Confirmed SFD shipments
- Enter data for Air Freight - Inbound and Outbound/ Sea Freight - Inbound and Outbound/ Road Freight/ and Custom Clearance shipment details using Logistaas Software.
- Re Verify all jobs for cost and selling before job closing and billing
- On time billing of all completed jobs in Logistaas
- Ensure shipments comply with regulations and documentation requirements (customs, tariffs, etc.).
- Maintain up-to-date records of shipment statuses and communicate progress to customers or internal teams.
- Coordinate with suppliers, third-party logistics providers, and internal departments to ensure smooth operations.
- Identify and resolve issues such as delays, damaged goods, lost shipments, or miscommunication.
- Ensure submission of assigned reports pertaining to SFD.
- Cross-check and monitor the documents contain by all SFD job file folders.
- Enter payment details using the Logistaas Software.
- Physical filing of all completed Jobs.
- Coordinate with Vendor /Finance team regarding payments.
- Other job/task and or responsibilities requested by supervisor/manager on a time-to-time basis.

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 Competencie	
Communication	Level 3
Continuous Learning	Level 2
Decision Making	Level 2
Networking/Relationship building	Level 3
Planning & Organizing	Level 3
Teamwork	Level 3
Technical Competencie	
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	
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 three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry. <div style="text-align: center;">or</div> High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position <div style="text-align: center;">or</div> High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 position *Note: Industry Experience wherever its applicable	

Date Of Release

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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: