

## Operations Supervisor - Freight Operations Processing

Job Title	Operations Supervisor - Freight Operations Processing		
Division	SMSA Freight Division		
Department	Freight Operations Department		
Section	Freight Operations Processing		
Location		Direct Reports	Agent/Coordinator/Key Account
Reports To	Country Manager - Corporate		Version Number 1
External Relations	Agents/Principals/ Airlines/Shipping Lines/ Custodians		Guide Number
Internal Relations	All SMSA department		Job Code

### Basic Function

Manage and develop the SFD operation Team to maintain smooth operations. Ensure the SFD operations team are aligned to the day to day operations, internal and external customer relations are maintained. Fully understand, drive, and promote SMSA vision, culture, and values.

### KEY Responsibilities

#### CORE

- Maintain relationships with all SMSA interested parties within the Freight Department (Vendors, Customs, Operations, Handling Agents, and Customers etc.)
- Promote the freight forwarding division of the SFD (Air, Land & Sea) through supporting the SMSA Bahrain Sales Channel
- Improving customers experience by enhancing Sales, CS & Coordination team capabilities and knowledge.
- Ensure proper cost allocation and billing for all freight product is done on an timely manner
- Ensure the margin targets are met for the SFD department
- Monitor the KPI's and service level for the vendors , staff and department
- Ensure all SFD processes are complete, uploaded on GUIDE, implemented in SFD/ Sales channel and monitored for compliance.
- Focus on improving agency relationship locally / globally with freight forwarders thus benefiting in gaining better long terms competitive rates to support air / sea import enquiry's generates by the sales team
- Identifying business opportunities that are in line with the organization's strategic direction to optimize the sustainable growth of the product and department.
- Monitoring complains (Internal / External) , analyzing and taking necessary actions
- Suggest and recommendation for management to enhance and or improve the department objectives or growth.
- Monitor all inquiries received and improvement of quote conversions
- SFD physical and digital record management
- Prepare annual plan of Business Development.

- Generation of scheduled report for the management and other reports requested from time to time.
- Ensure service quality is maintained and service issues are addressed promptly to maximize customer satisfaction and retention rates.
- Any other jobs allocated by the manager in line with the department and or the country objectives

#### General

- Enhance existing SFD services
- Coordinate with related department and client to solve any issues for shipments or process of deal.
- Develop analysis of performance and recommend areas for improvement
- Manage and handling to ensure team members & department target is achieved
- Overall Supervision, efficient and effective flow of the pricing & operations processes.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.
- Provide leadership, motivation, training, and development to the workforce.
- Effective leadership and management of the operational teams.

#### 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

Adaptability	Level 3
Decision Making	Level 3
Networking/Relationship building	Level 3
Planning & Organizing	Level 3
Team Leadership	Level 3

### Technical Competencie

Knowledge of customs procedure	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Product 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

*\*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 four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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>