Courier - SDC		
Job Title	Clerk(Goods Dispatching & Receiving)	
Division	Operations	
Department	Operations	
Section	SDC	

Location		**Direct Reports**	
Reports To	Supervisor - Operations	**Version Number**	1
External Relations	Customer	**Guide Number**	
Internal Relations	Operations	**Job Code**	

Basic Function

Professionally deliver all validated shipments as per standard policy and procedure. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Proper attire as per the standards should be worn while on duty.
- Maintain standard etiquettes with customers while delivering shipment.
- Ensure all assigned shipments as per the route are tallied before moving out of the station.
- Call customers to verify address before delivery.
- Maintain delivery percentage as per the KPI.
- ID's are verified and matched before delivery.
- Return shipments with unmatched ID's.
- Applying appropriate scans.
- Ensure delivery records are properly filled as per the policy and procedure.
- Ensure capturing of PODs by mobile and applying accurate exceptions status scan for all undelivered shipments.
- Report any accident or traffic issues to Operation Supervisor / SDC Dispatcher.
- Ensure all POD's are properly filled and handed over to the SDC Coordinator/SDC Dispatcher at the end of the day.
- Follow up calls to done as per the shipment status.
-

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 1
Initiative	Level 1
Teamwork	Level 1

Technical Competencie

Defensive driving knowledge	Intermediate
On-road route planning for pickup and delivery	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Beginner

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 One (1) year of relevant work experience, 1 year of which should be in Level-03 capacity, preferably in the same industry.

<div 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 1 year has been in Level-03 position

<div 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-02 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: