

Dispatcher - SDC			
Job Title	Clerk(Goods Dispatching & Receiving)		
Division	Operations		
Department	Operations		
Section	SDC		
Location		Direct Reports	
Reports To	Operation Supervisor	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operations/Customer Service	Job Code	

Basic Function

Prepare and ensure all validated shipments are dispatched within the commitment time. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Coordination with SDC Customers for daily data, identify discrepancy if any, tally data with physical shipments sorting shipments, dispatching.
- Applying scanning for all shipments as per SMSA Scanning policy.
- Accurately pulling, verifying and packing validated shipments.
- Dispatch couriers as per assigned time.
- Undelivered cards Management, Process all return shipments as of predetermined cut-off times.
- Process all new shipments for all projects received from Clients within the day.
- Daily monitoring of POD discrepancy
- Data upload for all SDC projects
- Verify the data against physical shipments
- Prepare daily volume shipments received and dispatched report.
- Monitor courier performances on a daily basis & report any performance variance
- Perform stock count as per project.
- Ensure couriers are aware of policies, procedures & coaching to be conducted.
- Report all SDC incidents on timely manner to management & QRM (Incident Report)
- Be a vital part between SMSA & customers for communication
- Prepare all relevant reports including KPI's for the department daily, weekly & monthly
- Ensure all requested reports for SDC customers are prepared & distributed
- Handle all SDC tickets & complaints as per SMSA standards
- Other task/job and other responsibilities requested by supervisor / manager on a time to time basis.

- 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 2
Initiative	Level 3
Teamwork	Level 2

Technical Competencie

Daily Route Management	Intermediate
Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	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

**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 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

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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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: