

Export Coordinator			
Job Title	Administrative Coordinator		
Division	Operations		
Department	Operations		
Section	Station		
Location		Direct Reports	
Reports To	Supervisor - Operations	Version Number	1
External Relations		Guide Number	
Internal Relations	Operations / CS/ Fin	Job Code	

#### Basic Function

To provide effective and efficient export service. Fully understand, drive and promote SMSA vision, culture and values. Handling UTL functions and International Export Functions.

#### KEY Responsibilities

##### Core

- Prepare Export Manifest, airline MAWB#, HAWB# and Gate Pass
- Ensure all weights and documents are checked for correctness and completeness.
- Booking Flight for Cargo & Express shipments.
- Scheduling truck and processing all export shipment by road for connection.
- Segregate shipments by value, product, destination and or any other Airline/ destination customs requirement
- Bagging the shipments, labelling and tagging
- Preparing the Outbound Loading Sheet
- Monitor overage/shortage with destination revert alert.
- Sending pre – alerts to all destination as per flight and load dispatched
- Any Transit permission to be gained from Origin or Destination
- Prepare and send IOSA form for any shipments not connected due to exception or discrepancy in documents/contents to relevant departments (Sales / Finance / Mgt)
- Monitor all dispatch flight and ensure all loads received at destination as planned
- Coordinate with airlines in case of any discrepancy regarding uplift, overage or shortage
- Receive all UTL shipments under manifest (STN\_UTL)
- Ensure to recheck the weight and apply REX scan.
- Calling UTL customers as per SMSA Standard Calling procedure
- Ensure for UTL shipment all available tools are utilized to get information regarding shipper and consignee.
- Ensure all shipments are scanned as per the procedure.

- Ensure Tickets to be initiated for all international UTL shipments.
- Ensure all cleared shipments are handed over to STN with proper manifest.
- Monitor and ensure SMSA standards are maintained for closure of all UTL Cases – delivery, Destroy or RTS
- Follow UTL policy and procedure of keeping the shipments in UTL (number of days).
- Proper handover of shipments to over goods with manifest.
- Ensure UTL database is updated with accurate and current data of customers.
- Accurate reporting of cleared and unclear shipments should be provided to Operations supervisor on a daily/monthly basis.
- Check all shipment pickup by couriers, correct shipping documents, AWB, contents, weight, pieces, value, and packaging etc...
- Monitor all inbound UTL Ticket and closure as per SMSA standards
- Prepare any necessary RTS or Reroute AWB# and or labelling as required.
- Filing of International Outbound Analysis form, Outbound Loading form including all outbound pre alert documents, UTL manifest, UTL\_STN manifest, UTL Unclaimed, RTS\_HUB manifest, destroy\_OVG
- Monitoring and ensuring files and file registers are maintained and updates or changes uploaded on GUDE
- Other task/job and other 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

Adaptability	Level 2
Communication	Level 2
Initiative	Level 2
Stress Management	Level 2
Teamwork	Level 2

### Technical Competencie

Handling Customer Complaint Knowledge	Intermediate
Knowledge of customs procedure	Beginner
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Package Handling Knowledge	Intermediate
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
<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>