

Manager - Station			
Job Title	Assistant Operations Manager		
Division	Operations		
Department	Operations		
Section	Station		
Location		Direct Reports	Day, Hub, SDC & Fulfillment Super
Reports To	Country General Manager		Version Number 1
External Relations			Guide Number
Internal Relations			Job Code

### Basic Function

Managing Country day-to-day operation activities. Ensuring compliance with ISO-certified SOPs and processes, and ensuring maximum customer experience and satisfaction. Fully understand, drive, and promote SMSA vision, culture, and values.

### KEY Responsibilities

#### Core

- Handle developmental/special projects handed over by SMSA Management.
- Oversee day-to-day activities of the Station, SDC, and Hub & Gateway.
- Ensure presentation of Station, SDC, Hub & Gateway
- Managers/Assigned Couriers to business zones within the assigned region to ensure reaching all customer points effectively and efficiently thereby providing service within the committed time frame.
- Ensure earnings are remitted on time following proper accounting procedures.
- Ensure all operational process are mapped, documented and updated on Guide.
- Evaluate performances based on KPIs accomplished on a yearly basis.
- Attend weekly local service review meetings and discuss concerns which affect operations.
- Review route plans, courier incentive program, and audit manpower schedule.
- Ensure all Management reports are submitted as per timelines and commitments.
- Review budget and proposal for the department's improvement.
- Other tasks and assignments allocated by the management.

#### HR & Administrative

- Ensure all subordinates are receiving compensation/incentive commensurate to their position and performance.
- Initiate programs that will help improve operational efficiency and productivity.
- Disseminate pertinent information to subordinates such as job-related developments and trends, announcements, etc.

#### Customer-focus

- Conduct interdepartmental meetings to discuss complaints and ensure support to the related departments.
- Correspond with customers regarding feedback and complaints outside of SMSA.

### Team Supervision

- Ensure collective high standards of performance from the team, communicating/allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.

### 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.
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Competencies - Professional and Technical	
Behavioral Competencie	
Adaptability	Level 3
Communication	Level 3
Continuous Learning	Level 3
Creative Thinking	Level 3
Initiative	Level 3
Organizational & Environmental Awareness	Level 3
Teamwork	Level 3
Technical Competencie	
Compliance Management Knowledge	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	Advanced
Language Proficiency knowledge (English)	Advanced
Management of Health & Safety Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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	
Intermediate <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	
Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.	
or	
Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position	
or	
Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory 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>
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<b>Employee Name:</b>
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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>
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