

## Operations Agent - Fulfillment

<b>Job Title</b>	Operations Agent - Fulfillment		
<b>Division</b>	Operations		
<b>Department</b>	Operations		
<b>Section</b>	Fulfillment		
<b>Location</b>		<b>Direct Reports</b>	
<b>Reports To</b>	Supervisor – Operations	<b>Version Number</b>	1
<b>External Relations</b>	Customers	<b>Guide Number</b>	
<b>Internal Relations</b>	Operations / CS/ Fin	<b>Job Code</b>	

### Basic Function

Responsible for receiving, stocking, fulfilling & dispatching of fulfilment orders

### KEY Responsibilities

#### Core

- Coordinate for smooth clearance of inbound fulfilment shipment.
- Assigning appropriate SKU's & adding the stock in STAX software.
- Updating customers, the stock status.
- Ensure items are in right place / Location.
- Fulfilling the orders from all warehouse locations according to the committed timeline
- Follow-up with station for undelivered shipments & take necessary actions.
- Ensure timely dispatch of domestic & international fulfilment shipments.
- Ensure to have appropriate forms signed while receiving & handover shipments.
- Labelling/Pasting of AWB & process of value-added service shipments
- Applying proper scans
- Perform stock count as per project.
- Monitoring fulfilment tickets for response and closures.
- Coordinate with station & take appropriate action regarding undelivered shipments.
- Ensure to take appropriate actions for shipments regarding RTS / Disposal.
- Acknowledge paper return and filling of records for all projects.
- Monitoring and ensuring files and file registers maintained.
- Ensure all requested reports are prepared & distributed as per time line.
- 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 Competencies

Adaptability	Level 2
Initiative	Level 3
Teamwork	Level 2

### Technical Competencies

Forklift operating knowledge	Intermediate
Handling Customer Complaint 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

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 three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position

or

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-01 position

\*Note: Industry Experience wherever its applicable

Date Of Release

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

Updated by:	Date:	Approved by:	Date:

<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>