

## Operations Agent

Job Title	Postman		
Division	Operations		
Department	Operations		
Section	Station		
Location		Direct Reports	
Reports To	Operation Supervisor	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

### Basic Function

Generating reports, collecting data, and all other administrative duties within station. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Sorting all shipments at station to courier route
- Dispatch Couriers and ensure all shipments are having VAN Scan
- Ensure dispatch of couriers as per target.
- Ensure all bookings are dispatched to courier as per cut off times.
- Follow up with couriers for pickups & ensure all pickups are completed successfully.
- Daily Dispatch and miss pick up report
- Monitoring all station tickets for response and closures.
- Scan station inbound package scan when receiving shipment.
- Perform late receive scan for all late arriving shipments.
- Sort, scan, and manifest RSC shipment for held, incomplete shipments
- Perform Delivery Exception Scan for the shipments in Station.
- Perform AWB wise tally between station inbound package scan vs. G/w in
- Perform random checks on courier vehicle.
- Monitor daily/cod par report & take appropriate action.
- Ensure couriers are aware of policies, procedures & coaching is done.
- Timely reply for station emails.
- Ensure couriers have adequate supplies.
- Confer with other shifts' station agents to check for missing scans and missing shipments.
- Check all RTS shipment for proper scanning and prepare all RTS airway bill's as per destination, RTS Standard process timelines and hand over to export - line haul / station for dispatch

- Process and monitor OVG shipments, apply proper scans & take appropriate action.
- Ensure proper filling of records & archive as per file register.
- Report Damaged/Lost Shipments and prepare incident report, forward to QRM.
- Incident report to be raised for station/courier related.
- Update Proof of delivery records on daily basis and liaison with customer services for obtaining Proof of delivery copies.
- Check all shipments picked up by courier for correct shipping documents, air waybill, contents, weight, pieces, value, declaration, prohibited / restricted and packaging etc.
- Ensure to recheck the weight & apply REX scan.
- Report to relevant customers internal or external on any discrepancies recorded for shipments picked up by the courier. Take necessary actions (repacking, returning back to shipper, weight correction, informing shipper or origin station, requesting for additional information from shipper etc.)
- Other job/task and or responsibilities requested by supervisor/manager on a time-to-time basis
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### **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

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 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>