

Operations Floater

Job Title	Postman		
Division	Operations		
Department	Operations		
Section	Station		
Location		Direct Reports	
Reports To	Supervisor – Operations	Version Number	1
External Relations	Customer	Guide Number	
Internal Relations	Operations / CS/ Finance	Job Code	

Basic Function

Sorting, delivery, and pickups of shipments. Fully understand, drive and promote SMSA vision, culture and values

KEY Responsibilities

Core

- Scan shipment.
- Sort shipments.
- Perform route courier role in his absence. Attend to urgent deliveries
- Assisting in day-to-day station operations.
- Timely submission of incident investigation reports.
- Follow up with couriers for successful completion of pick ups
- Monitoring & analyzing courier daily delivery performances
- Courier route planning
- Performing route audits
- Perform operational functional role in case of absenteeism.
- Maintain good attire and cleanliness to present the proper SMSA image.
- 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

Defensive driving knowledge	Intermediate
On-road route planning for pickup and delivery	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 One (1) year of relevant work experience, 1 year of which should be in Level-03 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 2 years industry experience of which at least 1 year has been in Level-03 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-02 position

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
Updated by:	Date:	Approved by:	Date:

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: