

Supervisor - Operations

Job Title	Supervisor for Operations		
Division	Operations		
Department	Operations		
Section	Station		
Location		Direct Reports	
Reports To	Operations Manager	Version Number	1
External Relations	Vendor, Customs Official	Guide Number	
Internal Relations	All Departments	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

- Oversee day-to-day activities of the Station, Fulfilment & SDC.
- Ensure presentation of Station, SDC & Fulfillment.
- 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.
- 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.
- Review budget and proposal for the department's improvement.

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.

Competencies - Professional and Technical

Behavioral Competencies

Adaptability	Level 3
Initiative	Level 3
Resource Management	Level 3
Stress Management	Level 3
Team Leadership	Level 3
Teamwork	Level 3

Technical Competencies

Daily Route Management	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Local Regulations Compliance 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

*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

Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent.), At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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: