

## RP Officer - Customer Services Management

Job Title	RP Officer	
Division	Support Services Division	
Department	Customer Services Department	
Section	Customer Services Management	
Location	SMSA Support Services	Direct Reports
Reports To	Team Leader Trace Officer & RP	
External Relations		
Internal Relations		

### Basic Function

primary responsible to work as Team Leader of the team in the provision of care and support services for trace & reverse pick up (RP) staff, Learning,coaching, monitoring and behaviors that may challenge; which aims to maximize the potential of individuals in line with business life principles. Monitoring all assigned tickets trace & RP. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Average ticket closures on time
- All RP requests received to be acknowledged and actioned
- Ensure all reverse pick up requests are processed as per RP policy and procedures.
- Ensure timely update on RP tickets according the interaction with the customer.
- Coordinate with related department to solve any issues.
- Ensure the staff operates at highest level of quality and productivity and exhibits high levels of integrity and ethical behavior.
- Coordinate with the relevant department once required to ensure pick up completion and correct payment made by the customer.

#### 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

Communication	Level 3
Initiative	Level 1
Networking/Relationship building	Level 1
Stress Management	Level 2
Teamwork	Level 2

### Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	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 Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position

\*Note: Industry Experience wherever its applicable

Date Of Release

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

<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>

<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>