

## Service Controller - Information Technology Management

<b>Job Title</b>	Service Controller	
<b>Division</b>	Support Services Division	
<b>Department</b>	Information Technology Services Department	
<b>Section</b>	Information Technology Management	
<b>Location</b>	SMSA Support Services	<b>Direct Reports</b>
<b>Reports To</b>	Ecom Solutions Manager & Manager-SSS	
<b>External Relations</b>		
<b>Internal Relations</b>	Operations Customer Service	

### Basic Function

Continuously reviewing and analyzing service trends, researching and focusing on the root cause of failures, and advising corrective actions to Station Managers to avoid future occurrences. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### General

- Review performance reports.
- Identify service-related issues, analyze reasons, and then devise the corrective actions.
- Suggest top management over service improvement requirement.
- Communicate the service standards and best practices to the line management for improving their awareness over the service delivery.
- Increase awareness about upcoming trends and information to the line managers via appropriate communication.
- B2C delivery & performance
- Support E-com key accounts
- Gaps Analysis & Solution
- Control & monitor B2C process

#### 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

Analytical Thinking	Level 3
Communication	Level 3
Continuous Learning	Level 3
Planning & Organizing	Level 3
Visioning & strategic Direction	Level 3

### Technical Competencies

MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Advanced

### 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. & or Any specialized positions like Pharmacist, Brand Advisor etc. must have degree in their specific field. Post graduate degree an advantage. 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 Level-05 position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 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>