

Supervisor - Support Services Management			
Job Title	Supervisor		
Division	Human Resources and Administration Division		
Department	Support Services Department		
Section	Support Services Management		
Location		Direct Reports	
Reports To	Manager – Support Services	Version Number	1
External Relations		Guide Number	7035
Internal Relations	Operations, Customer Service, Finance, Sales	Job Code	

Basic Function

Monitoring and supervising the input, movement, processing/Delivering and output of various functions of the LMX station to ensure a high level of service quality. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Follow up on Vendors for Outsourced Couriers delivering shipments aggressively.
- Receive calls, queries, mails, tickets from customer services and other internal departments.
- Manage same day delivery operations by arranging smooth Delivering.
- Verify shipments are received from respective STNS according to the standard operating procedure
- Certify remittances are submitted through the accountant by LMX couriers the same day of collection.
- Ensure that shipments are urgently delivered to the destinations
- Handle COD & QRM complaints.
- Monitor attendance and Daily PODS

EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs

Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.
- Understand the facility's business continuity plans and procedures.

- Act according to the emergency response procedures during drills and actual events.
- Report any observed risks or potential threats to the continuity of operations to the designated officer.
- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.
- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.
- Recognize an incident or crisis.
- Alert incident or crisis responders (including emergency responders as appropriate).
- Escalate action to the incident or crisis management team.
- Respond appropriately to specific threats.
- Respond appropriately when evacuated from the site.

Competencies - Professional and Technical	
Behavioral Competencie	
Adaptability	Level 4
Networking/Relationship building	Level 4
Stress Management	Level 4
Teamwork	Level 4
Technical Competencie	
Compliance Management Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>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.</p> <p>or</p> <p>Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position.</p> <p>or</p> <p>Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 position.</p> <p>*Note: Industry Experience wherever its applicable</p>

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: