



Department of Placements and Training

CIRCULAR

Ref: //Dr.TTIT/2017-18/120

Date: 30.05.2018

We are happy to share that the 2018 batch students registered with cocubes are eligible to participate in “**DHL Express**” drive for “**Lead Operations Agent**” position.

Company Profile:

At DHL Express, we never stop thinking of ways to help you improve your business. Whether its increasing shipping efficiency or expanding into new markets, we want to help you connect with your customers quickly and reliably. Our international network covers more than 220 countries and territories around the globe and includes decades of shipping, logistics, and eCommerce experience.

LinkedIn Profile: <https://www.linkedin.com/company/dhlexpress/>
For more details visit: www.dhl.com

Job Details

Roles And Responsibilities:

Key activities Overall goals / Typicalmeasures

Customer External Customers Achieve the agreed KPI of gateway operation

Provide the timely lodgement and recovery of the shipments to satisfy the -RFU customer needs and requirements within their responsibility

Activate the contingency plan for any emergency or the occasional customer requirement -COA

-ULD Utilisation

-BOS

-Transit time

-Global SOP

Internal Operations Supervisor:

Assist in day to day activities and to support and provide guidance to their peers.

Assist in implementation of projects to address regional and network imperatives and programmes

Assist in ensuring operational practices and procedures are carried out effectively.

All Operations Staff

Provide back up of information when necessary

Stakeholder External Third Party Agents – Groundling Handling Agents/Customs

Closely communicate with the counter part to activate the efficient operations procedure

Activate the process flow to comply with the regulatory policy and manage the daily activities

Internal Training and Development Staff

Provide the periodical/ad-hoc training for the updated operations requirement/policy

Ensure the Ops Agents & Couriers to understand Global SOP

All other departments within DHL

Assist in ensuring maintenance requirements of facility, equipment and infrastructure, are carried out in accordance with regional guidelines and company image

Operations Supervisor

In conjunction with the Supervisor ensure Operations Agents are trained and developed to meet business and succession needs.

Management Support

Assist in the implementation of projects for service improvement and/or cost reduction.

Ensure Security practices and policies that support the business needs are met.

Operations Awareness

Expand knowledge of other roles within Operations in order to carry out these functions through a rotational shift mechanism.

Processing inbound and outbound materials

Maximise efficiency with well organised work flow and resource allocation within their responsibility and span to comply with transit time target and KPI

Data Management

Manage the receipt of data/documents to assist in the preparation of import and export declarations

Raise an issue properly if necessary during the screening of data / documents for completeness and accuracy

Incumbent has no direct reports and authority over country line and functional personnel.

Nevertheless he/she must be able to demonstrate ability to influence decisions/actions through provision of value-added inputs into the organisation's business processes.

The role is not on a supervisory level but more of an overall support whilst taking on responsibility as delegated by the Supervisor. This is a development role.

- Excellent Spoken and written English
- Valid driving license

Joining Locations: Bombay/Delhi/Bangalore/Ahmedabad

Joining Period: June 2018

Salary: 2 LPA-2.5 LPA

Interview Locations: Bombay/Delhi/Bangalore/Ahmedabad

Bond: None

Selection Process

- Online Application through CoCubes.
- All applied candidates can directly visit company office for further rounds
- Further Rounds: 1) GK Test, 2) Face to Face rounds

Selection Criteria

Throughout percentage : 60 - 100

College percentage : 60 - 100

Batch : 2018

Degree : Bachelor of Engineering

Branch: Civil, Computer Science, Construction, Electrical, Electronics, Electronics & Electrical, Environmental, Industrial, Information Technology, Instrumentation, Manufacturing, Maths, Mechanical, Metallurgy, Mining, Others

Bond Period : No Bond

Communication Skills : Prefer good communication skill

Event Date: 04 Jun, 2018 10:00 AM

Last Date to Apply: 31 May, 2018 10:00 AM