

Clearance Agent-CMC

Job Title	Clearance Agent-CMC		
Division	HGL		
Department	HGL		
Section	HGL		
Location	IBU-UAE	Direct Reports	
Reports To	Supervisor-Hub, Line Haul & Gateway	Version Number	1
External Relations	Customs	Guide Number	
Internal Relations	Retail, Customer Service, Finance	Job Code	

Basic Function

Clearing all shipments from customs and act as point of contact of the consignee to arrange the required documents or permissions to release the confiscated shipments. Fully understand and promote SMSA's vision, mission, culture & values.

KEY Responsibilities

Core

- Coordinate and develop relation with all UAE customs, Airline and Calogi/DNATA and SAS for smooth clearance of cargo or courier modes.
- Complete scanning of held and cleared shipments.
- Compliance on Export and Import Clearance within given time frame.
- Properly store all confiscated shipments with proper codes.
- Load the cleared shipments on SMSA/3rd party trucks for HUB.
- Prepare line haul manifest and alert to the destination within an hour.
- Inform and follow up on consignee for the dutiable requirements needed for getting the dutiable and confiscated shipments release from customs.
- Ensure cleared shipment to be transfer in the station within given time frame.
- Handle all kinds of transit shipments as per guidelines.
- Sort bags/boxes as per destination and place them accordingly.
- Check on the bag/box marking or labels (identifying, caution & special handling).
- Place airline labels on bags/boxes as per destination.
- Perform HUB or GW related scans with the details.
- Ensure no shipment remains left on the ground, PST checks after prior to connections.
- Download tracker information on computer and cross check.
- Ensure completion of reporting as per SMSA system.
- Abide by other duties assigned by direct supervisor and manager.

- 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
Networking/Relationship building	Level 3
Organizational & Environmental Awareness	Level 3
Teamwork	Level 3

Technical Competencies

Knowledge of customs procedure	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 three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 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: