

Clearance Agent			
Job Title	Clearance Agent		
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 following the standard customs regulation.
Fully understand and promote SMSA's vision, mission, culture & values.

KEY Responsibilities

Core

- Coordinate for smooth clearance with UAE customs, Airline and DNATA .
- Scan compliance to be maintained as defined in individual goal settings.
- Compliance on Export/Transit/Import Clearance within given time frame for all products.
- Handle all shipments as per customs guidelines.
- Sort Pallets/bags/boxes as per destination and place them accordingly.
- Place airline labels on Pallets/bags/boxes as per destination.
- Perform GW related scans with the details.
- Ensure on all trucks, Customs and SMSA seals are tagged appropriately prior to dispatch.
- Abide by other duties assigned by direct supervisor and manager.

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 Competencie

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

Technical Competencie

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

Decision Making

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Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year
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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:
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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: