

Documentation Assistant-HGL

Job Title	Documentation Assistant-HGL		
Division	HGL		
Department	HGL		
Section	HGL		
Location	IBU-UAE	Direct Reports	
Reports To	Manager Hub, Gateway & Line Haul	Version Number	1
External Relations	Customs, Customers	Guide Number	
Internal Relations	Operations, Finance, Customer Service	Job Code	

Basic Function

Make sure freight operations and Customs clearance processes are carried towards smooth clearance and delivery. Fully understand and promote SMSA's vision, mission, culture, and values.

KEY Responsibilities

Core

- Efficiently processing online declarations and Customs clearance through Mirsal II/Dubai Trade for import, export, transit, temporary admission, transfer, etc.
- Preparing and following up for permissions and exemptions.
- Ensure the accuracy of submission of Customs Clearance declarations.
- Ensuring declarations are timely planned and processed for managing on-time delivery schedule.
- Effectively monitoring and maintaining CDR/SG accounts within the stipulated time frame in order to avoid fines.
- Strictly adhering to customs clearance process.
- Ensuring the accuracy of HS Code applied to types of declaration.
- Ensuring on-time submission of Customs clearance documents to authority.
- Proper archiving of all customs related-shipments documents.
- Conduct proper communication on requirements and follow up on all BOE transactions with all internal and external customers.
- Ensure completion of timely reporting as per department requirement.
- Update proof of delivery records on daily basis.
- Confer with other shift's station agents to check for missing scans and missing shipment

General

- Comply with applicable environmental, health and safety laws and regulations.
- Observe environmental, health and safety related signs, posters, warning signals and written directions.
- Warehouse Storage to be done, within the marked area.
- Report all unsafe conditions to supervisor as soon as is reasonably possible.

- 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

Initiative	Level 3
Resource Management	Level 2
Stress Management	Level 2
Teamwork	Level 2

Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
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

*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: