

## Manager- Hub, Gateway & Line Haul

Job Title	Manager- Hub, Gateway & Line Haul		
Division	HGL		
Department	HGL		
Section	HGL		
Location	IBU-UAE	Direct Reports	ray, Line Haul & Freight Coordina
Reports To	Country General Manager	Version Number	1
External Relations	Customs, Customers	Guide Number	
Internal Relations	Operation, HR and Admin, Finance, Sales	Job Code	

### Basic Function

Ensuring all International inbound and outbound shipments are processed accurately as per standard procedure while meeting all KPI goals. Fully understand, drive and promote SMSA vision, culture and values.

## KEY Responsibilities

### Core

- Ensure that HUB and Spoke Standard operation procedure is followed in planning the operational activities
- Ensure all International inbound/outbound dispatches are done based on Origin/Destination customs compliance and regulations.
- Ensure that the staffs are assigned /scheduled as per operational requirement.
- Ensure that the mode of transportation stays connected to respective destinations within the desired time frame, contingencies should be arranged if any issue is observed.
- Expedite the clearance of the international inbound/outbound shipments arriving at the port of entry.
- Remain updated on newly developing requirements of Government agencies for various clearance aspects.
- Generally maintain highest level of relationship levels with Government authorities and especially at the Dubai Customs, Abu Dhabhi Customs and Al Ghuwaifath Border.
- Verify all Hub, Gateway and LH staffs are posted, trained, and coached to execute the assigned task.
- Ensure the staffs are equipped with required tools to perform the job.
- Respond to all relevant overseas and internal mail.
- PPWK for International shipments are pre-alerted within the time frame.
- Disseminate information to co staff of any amendments in regulations or process change.
- Staff survey
- Scan compliance
- Training & Passing rate

### HR / Administrative

- Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems. Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.
- Efficiently utilize available resources (manpower/assets) through careful planning and scheduling.

#### Finance

- Manages the annual operating budget for the Hub, Gateway and Line haul Section within the predetermined parameters as specified by the company.

#### 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 Competence	
Communication	Level 4
Decision Making	Level 4
Initiative	Level 3
Organizational & Environmental Awareness	Level 4
Planning & Organizing	Level 4
Team Leadership	Level 4

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 five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position</p> <p>*Note: Industry Experience wherever its applicable</p>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>

<b>Employee Name:</b>

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.

<b>Signature:</b>	<b>Date:</b>