

## Specialist Hub

Job Title	Specialist Hub		
Division	HGL		
Department	HGL		
Section	HGL		
Location	IBU-UAE	Direct Reports	Handler Hub
Reports To	Supervisor-Hub, Line Haul & Gateway	Version Number	1
External Relations	3rd Party, Customs, Customers	Guide Number	
Internal Relations	Operations, Finance	Job Code	

### Basic Function

Properly receiving shipments within the Hub, sorting and connecting with Line haul to the respective destinations. Responsible for organizing International outbound handling activities and ensuring all procedures and necessary PPWK are followed and done as per International handling standards / SOP. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Coordinate and develop relationship with all UAE customs officer, airline, and DNATA for smooth clearance of Cargo.
- Proper storage of all confiscated shipments with proper codes
- Complete scanning of held and cleared shipments on regular basis.
- Conduct proper communication and follow-up with international coordinator, line haul and other departments.
- Trace initiation for held shipments.
- Inform and follow up on consignee of the dutiable requirements needed for getting the dutiable and confiscated shipments released from customs.
- Take care of RTS shipments within given deadline.
- Monitor all traces.
- Ensure completion of reporting as per SMSA system.
- Perform hub/gateway –related scans.
- 100% compliance on E-mirsal and Calogi systems.
- Ensure sufficient balance is available in Calogi and Sharjah customs
- Keep up to date for renewal of licenses/certificates etc.
- Abide by other duties assigned by direct supervisor and manager

#### 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.

## 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 Competencies

Continuous Learning	Level 2
Initiative	Level 2
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, 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

Intermediate

\*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

Bachelor's Degree (Preferred specialization in their field of work). ( Those in finance/ accounting jobs must be a CPA or equivalent. & or Any specialized positions like Pharmacist, Brand Advisor etc. must have degree in their specific field), Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 position

\*Note: Industry Experience wherever its applicable

Date Of Release

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>
<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>