

Supervisor- CMC Gateway

Job Title	Supervisor- CMC Gateway		
Division	HGL		
Department	HGL		
Section	HGL		
Location	IBU-UAE	Direct Reports	As Agent – Hub, Line Haul & Gateway
Reports To	Manager – Hub, Line Haul & Gateway	Version Number	1
External Relations	Customs, Customers	Guide Number	
Internal Relations	Operations, Sales, HR & Admin	Job Code	

Basic Function

Ensuring all shipments arriving into AUH to be cleared from customs and handed over to the respective hubs as per standard procedures and within assigned time frame. Fully understand, drive and promote SMSA vision, culture and values.

Focus on technical tasks in relation to shipments track, communicate, coordinate and update needed information to ensure loads are arriving/cleared/departed on timely manner, in accordance to customs regulatory.

KEY Responsibilities

Operations

- Expedite clearance for international inbound/outbound shipments arriving at port of entry.
- Responsible for overall air, road and sea import/export operations.
- Ensure to release of confiscated shipments from customs by expediting arrangement of all required documentations or approval involved.
- Follow up with internal/external entities to ensure timely smooth operation of each activity and deliver service to customer with utmost satisfaction.
- Security check on all IN/OUT bound shipments
- Check BOE correctness and settlement.
- Follow up with vendors for equipment scheduling and allocation.
- Follow up on pick-up and deliveries.
- Preparing job cards and uploading on logistaas.
- Maintaining petty cash and preparing expense claim.
- Verify shipments arrive to the warehouse with the required documentation.
- Remain updated on newly developing requirements from Government agencies
- Preparing procurement list and sending to admin for procurement.
- Generally maintain highest level of relationship levels with Government authorities and especially at ADAFZA.
- Reduce the held to zero by increasing the service levels.

- Solve long held customs shipments by directly coordinating with the shipper, consignee, and the customs officials
- Ensure all products are stored safely as per instructions until custom procedures are met and release documents are obtained.
- Ensure custom duty payments and follow up with finance department to expedite custom duty payment within an agreed time.
- Coordinate the work activities within the facility.
- Disseminate information to the Manager and co staff of any amendments.
- To be certain with submissions of relevant reports and documents on time.
- Monitor daily Hub, Line haul & Gateway activities as per company procedures.
- Monitor Media movement between GW-HUB & HUB-Stations according to HUB & Spoke schedules.
- Department level reports to be generated and recorded as per the standard.
- Ensure staff attendance, scheduled arrivals & departures.
- Ensure the contingency plans if the vehicle breakdown on the way or affecting any other delays.
- Submission of Monthly Individual KPI report.
- Packages handling, sorting, Manifesting, Pre-Alerts, checking Incoming/Outgoing email correspondence, media movement, special handling HV shipments, Proper manifest with packages arrangements in scheduled truck & van, staff's attendance, performance reports & routing, proper security of customer properties and company assets.
- Communicating, guiding & training team members on work procedures and their responsibilities.
- Monitoring & Control the staff Overtime
- Recommending Disciplinary actions as per policy & procedures if required.
- Inspects Hub, Line haul and Gateway facilities included vehicles to ensuring good company image and safe working environment.
- Maintaining core scan reports at department level.

HR / Administrative

- Exercise day-to-day control of staff, authorizes Vacation, Overtime, disciplinary action etc. to achieve team goals / targets.
- Monitor and control overall team performance by reviewing regularly the day to day performance information through meetings, reports, walkthroughs and observations.

Finance

- Manage and update financial funds with Finance and related departments to ensure enough funds with a high control implementation.

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

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, 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.), 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 Supervisory position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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: