

Clearance Agent – Outbound

Job Title	Clearance Agent – Outbound		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	None
Reports To	Supervisor-HUB & Clearance	Version Number	1
External Relations	Customs	Guide Number	
Internal Relations	Operations - FIN	Job Code	

Basic Function

Clearing shipments from customs efficiently. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Monitor flight arrival and confirm shipment received matching with per alert.
- Prepare report for customs of shipments arrival.
- Ensure shipment is released as early as possible and leaves for the next destination.
- Maintain a good relationship with Government employees to ensure smooth flow of day-to-day activities.
- Store any custom confiscated shipment into a separate storing place within premises of the clearance check point.
- Exceed 85 % of released shipments upon arrival.
- Stay abreast with day-to-day rules and regulations of customs to ensure compliance.
- Connection of all cleared shipments within the assigned time frame.
- Station Scan for inbound, release and held in customs.
- Cage dwell time reduction.
- Complaints reduction.
- Report Submission.

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

Conflict Management	Level 2
Influence	Level 3
Planning & Organizing	Level 2
Stress Management	Level 2
Team Leadership	Level 2

Technical Competencies

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

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: