

## Clearance CS Support Agent

Job Title	Clearance CS Support Agent		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	
Reports To	Supervisor Hub & Clearance	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

### Basic Function

To provide proactive efficient support to customers expecting their shipments with SMSA, to serve as a key contact between the customer and SMSA Gateway, clearance, operation team to ensure smooth clearance and delivery of all High Value shipments

### KEY Responsibilities

#### General

- Proactively check for all documentation requirements for any held shipments and updating the shipper/Consignee
- Ensure all necessary documents and authorizations are available for clearance to have shipments pre clear customs
- Follow up with inbound broker on behalf of customer or SMSA for any approval required for Clearance
- Proactive planning for equipment required for loading or offloading (Trucks, forklift, etc
- Coordination of last mile deliveries for cleared shipment with Operations team
- CORE updates, and check Gateway tickets and do the daily updates on all held Shipments
- Coordinate with Customers & the inbound broker. to receive or deliver documents
- Filing and administration activities for the Clearance shipments
- Issue clearance report with all official documents and send it on time to the finance department.
- Ensure all reports daily, weekly, or monthly are prepared and submitted on time.
- Any other department related jobs that are assigned from time to time

#### 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

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

### Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
Knowledge of customs procedure	Intermediate
Liaising and Negotiating knowledge	Intermediate
Local Regulations Compliance Knowledge	Intermediate
Product Knowledge	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

<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>