

## Supervisor HUB & Clearance

Job Title	Supervisor HUB & Clearance		
Division	Operations		
Department	Operations		
Section	Operations		
Location	IBU-Egypt	Direct Reports	Clearance Agent
Reports To	Manager- Operation	Version Number	1
External Relations	Custom Officials	Guide Number	
Internal Relations	Operations	Job Code	

### Basic Function

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

### KEY Responsibilities

#### Operations

- Expedite the clearance of the international inbound shipments arriving at the port of entry.
- Ensure release of confiscated shipments from customs by expediting arrangement of all the required documentations involved.
- Verify shipments arrive to the warehouse with the required documentation.
- Remain updated on newly developing requirements of Government agencies for various incoming items.
- Generally maintain highest level of relationship levels with Government authorities
- Reduce the Cage Dual Time (CDT) 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 letter is obtained.
- Ensure custom duty payment by following up with finance department to expedite custom duty payment within the assigned time frame.
- Coordinate the work activities within the facility answers questions and provide guidance in solving work problems.
- Disseminate information to the Hub Manager and co staff of any amendments.
- Ensure to obtain all license related to clearance operation
- Handle customers' complaints.
- Monitor attendance and Overtime.
- Destination Failures

- Lost, incomplete, control damage, mis sort shipment handling
- Training & Pass marks
- Company related standards & certifications

## 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 Competencie	
Conflict Management	Level 3
Influence	Level 3
Planning & Organizing	Level 3
Stress Management	Level 3
Team Leadership	Level 3
Technical Competencie	
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
<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 four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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>