

## Assistant Clearance Agent- Customs Operations Processing

Job Title	Assistant Clearance Agent		
Division	Transportation Operations Division		
Department	Gateway and Clearance Department		
Section	Customs Operations Processing		
Location		Direct Reports	
Reports To	Clearance Agent-Customs Operations Processing	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

### Basic Function

Clearing shipments from customs efficiently. Handling all export functions & uplift of SMSA shipments. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Responsible for clearing all SMSA inbound shipments (Courier Air & bonded area) at inspection area only.
- Monitor & Tracking of flight arrivals as per pre alert with ground handling agent and closing of DO's daily.
- Sending timely notification to base to transport the inbound shipments upon arrival to WH within the timeline agreed.
- Monitor Segregating, Ministry approval required shipments.
- Coordinate with customers while doing self-clearance.
- Maintain a good relationship with customs.
- Store any custom hold shipment in the designated custom hold area (cage) within premises of the bonded and any shipment rejected from ministry to hold with ground handling agent.
- Maintaining report for customs hold shipments on daily basis.
- Daily closing and submitting of Global and Handling Agent Charges.
- Stay abreast with day-to-day rules and regulations of customs to ensure compliance.
- Ensure shipments are dispatched & reach the station as per the agreed timeline.
- Report any discrepancy in clearance Import to the management in a timely manner.
- Ensure any incidents are recorded under the incident report (Damage /Missing/Open packages/Broken etc.) and forward them to direct manager within 24 hrs. of the occurrence.
- Always ensure safety and security of SMSA WH premises & all shipments within bonded area.
- Completing monthly reports as assigned by direct manager.
- Other task/job and other responsibilities requested by manager on a time-to-time basis.

#### 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	
Adaptability	Level 2
Communication	Level 2
Decision Making	Level 1
Networking/Relationship building	Level 2
Teamwork	Level 2
Technical Competencie	
Bank / Cash Operations Knowledge	Beginner
Knowledge of customs procedure	Intermediate
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	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 <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	
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. <div>or</div> 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 <div>or</div> 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>