

Clearance Agent - Customs Operations Processing

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

Basic Function

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

KEY Responsibilities

Core

- Translate Airway bills for custom processing of shipments.
- Prepare console manifest and submit to ground handling agent.
- Prepare Bayan and deliver to custom auditor for custom clearance of shipments.
- 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.
- Inform clearance coordinator about the documents required to arrange clearance of confiscated shipment.
- Stay abreast with day-to-day rules and regulations of customs to ensure compliance.
- Responsible for clearing all SMSA inbound shipments (Air, bounded area) and minimum number of lost shipments.
- Coordinate with ministries for necessary approval related to clearance of shipments.
- Coordinating with third party clearance agents & ensure shipments are cleared on time.
- Arrange for documentation, shipment clearance & bonding of SMSA trucks for outbound SMSA.
- Assist the management for any custom related service enhancements issues & licensing requirements.
- Collecting all stamps need for bayan and stick it and submitted to customs.
- Completing monthly reports as assigned by direct manager.
- Other task/job and other responsibilities requested by manager on a time-to-time basis.
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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.
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Competencies - Professional and Technical

Behavioral Competencie

Initiative	Level 3
Stress Management	Level 2

Technical Competencie

Knowledge of customs procedure	Intermediate
Language Proficiency knowledge (Arabic)	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,	Advanced

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:
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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: