

Clearance Manager – Customs Management

Job Title	Clearance Manager – Customs Management		
Division	Transportation Operations Division		
Department	Gateway and Clearance Department		
Section	Customs Management		
Location	IBU-Kuwait	Direct Reports	Gateway and Clearance Staff
Reports To	Country General Manager	Version Number	1
External Relations	Customs & Ministries	Guide Number	7697
Internal Relations	All Departments	Job Code	

Basic Function

Managing Country day-to-day gateway operation activities for Kuwait. Ensuring compliance with ISO-certified SOPs and processes, and ensuring maximum customer experience and satisfaction. Fully understand, drive, and promote SMSA vision, culture, and values.

KEY Responsibilities

Core

- Oversee day-to-day activities of all Gateway operations for Kuwait.
- Managers or Assigns Clearance staff aligned to business needs to ensure maximum effectiveness and efficiency achieved within the committed time frame.
- Ensure all governmental payments process are smooth and streamlined as per the set company guidelines.
- Ensure all Gateway process are mapped, documented and updated on GUIDE
- Evaluate staff performances based on KPIs accomplished on a yearly basis.
- Attend weekly local service review meetings and discuss concerns which affect operations.
- Review, monitor and administer courier incentive program, and audit manpower schedule.
- Ensure all Management reports are submitted as per timelines and commitments
- Review budget and proposal for the department's improvement.
- Manage relationship with Customs and Ministries
- Assist the management for any custom related service enhancements issues & licensing requirement's
- Manages and evaluates all third-party Vendor relationship for the gateway operations (Brokers, TP Labors, and Trucking Vendors etc.)
- Other task and assignments allocated by the management

HR & Administrative

- Ensure all subordinates are receiving compensation/incentive commensurate to their position and performance.
- Initiate programs that will help improve operational efficiency and productivity.

- Disseminate pertinent information to subordinates such as job-related developments and trends, announcements, etc.
- Training, development and coaching for the team
- Compile KPI's, Record and monitor performance management for the Team

Customer-focus

- Conduct interdepartmental meetings to discuss complaints and ensure support to the related departments.
- Correspond with customers regarding feedback and complaints outside of SMSA.

Team Supervision

- Ensure collective high standards of performance from the team, communicating /allocating work requirements, priorities, expectations, and responsibilities.
- Guide/train team members on work procedures and systems.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.

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

Adaptability	Level 3
Communication	Level 3
Initiative	Level 3
Networking/Relationship building	Level 3
Risk Management	Level 3
Team Leadership	Level 3

Technical Competencies

Handling Customer Complaint Knowledge	Advanced
Investigation Knowledge	Intermediate
Knowledge of customs procedure	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	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

Intermediate

*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

Decision Making

Staff Related Issues
Target Setting
Cost Control as per budget
Management of Customs and Mistrial disbursement or replenishment of cash
Expense Claims as per authority matrix

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory 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: