

Export Coordinator			
Job Title	Export Coordinator		
Division	Transportation Operations Division		
Department	Hub and Linehaul Department		
Section	Hub Operations Processing		
Location	IBU -Kuwait	Direct Reports	
Reports To	Operations Supervisor	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Operations, Customer Service, Retail, Sales, Finance	Job Code	

Basic Function

Sorting, delivery, and pickup of light weighted shipments to and from clients. Fully understand, drive, and promote SMSA vision, culture, and values.

KEY Responsibilities

CORE

- Prepare export manifest, airline MAWB/HAWB/pre-alert and gate pass etc...
- Ensure all weights and documents are checked for correctness and completeness.
- Booking flight for cargo and express shipments
- Scheduling truck and processing all export shipment by road LTL/FTL for connection.
- Segregate shipments by value, product, and or any other airline/destination customs request.
- Monitor overage/shortage with destination revert alert.
- Bagging the shipment, labelling, and tagging
- Preparing the outbound loading sheet
- Sending Prealert to destination as per flight and load dispatch
- Prepare and send IOSA form for any shipments not connected due to exceptional or discrepancy in documents/contents to sales/finance/management.
- Monitor all dispatch flights and ensure all loads received at destination as planned.
- Coordinate with airlines in case of any discrepancy regarding uplift, overage or shortage.
- Check all shipment pickup by couriers, correct shipping documents, AWB, contents, weight, pieces, value, and packaging etc...
- Ensure to recheck the weight and apply REX scan.
- Report to relevant customs internal or external on any discrepancies recorded for shipment pickup by the couriers. Tack necessary action repacking, returned to shipper, weight correctio informed shipper or origin station, request for additional information from shipper etc....
- Preparing necessary documentation for export shipment and coordinating with clearance agent until bayan finish.

- Monitoring and ensuring files and file registers are maintained and updates or changes uploaded on Guide with supervisor/manager inspections.
- Thread party export, coordinate with Finance/Sales/ management.
- Monitor Misroute/Damaged/lost shipments and prepare incident report, forward to station manager/supervisor/QRM.
- Ensure tickets to be initiated as per the procedure.
- Timely reply for station email
- Other task/job and other responsibilities requested by supervisor/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
Initiative	Level 3
Teamwork	Level 2

Technical Competencie

Knowledge of customs procedure	Beginner
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Beginner

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 Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position

**Note: Industry Experience wherever its applicable*

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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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: