

## Clearance Supervisor - Customs Management

Job Title	Clearance Supervisor		
Division	Transportation Operations Division		
Department	Gateway and Clearance Department		
Section	Customs Management		
Location	Clearance Points	Direct Reports	Clearance Agent
Reports To	Gateway Manager	Version Number	1
External Relations	Custom Officials	Guide Number	7300
Internal Relations	Operations	Job Code	

### Basic Function

Supervising the process of clearance-to-manage, as well as follow-up to all gateways and clearance in the kingdom. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Operations

- Expedite the clearance of All shipments arriving at the port of entry efficiently.
- Ensure release of confiscated shipments from customs by expediting arrangement of all the required documentations involved.
- Ensure shipments is released as early as possible and leaves for the next destination
- Minimize the number and time of caged shipments to increase the service levels.
- Solve the long-held customs shipments by directly coordinating with the shipper and consignee plus the customs officials
- Coordinate the work activities within the facility; answer questions, and provide guidance in solving work problems.
- Passing on information to the Hub Manager and company staff of any amendments.

#### Finance

- Manage and update the financial funds with finance and related departments to ensure enough funds available.

### Organizational Responsibilities

- Assist Clients by answering questions customer's related to government rules and regulation on different products.
- Staff survey
- Saudization
- Lost shipment
- Damage
- Custom printing error reduction

### Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.
- Understand the facility's business continuity plans and procedures.
- Act according to the emergency response procedures during drills and actual events.
- Report any observed risks or potential threats to the continuity of operations to the designated officer.
- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.
- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.
- Recognize an incident or crisis.
- Alert incident or crisis responders (including emergency responders as appropriate).
- Escalate action to the incident or crisis management team.
- Respond appropriately to specific threats.
- Respond appropriately when evacuated from the site.

## Competencies - Professional and Technical

### Behavioral Competencies

Creative Thinking	Level 3
Initiative	Level 3
Resource Management	Level 2
Stress Management	Level 3
Team Leadership	Level 2
Teamwork	Level 3

### Technical Competencies

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, e	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

### 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 four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

•Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position

or

•Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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>