

Gateway Supervisor - Gateway Management

Job Title	Gateway Supervisor		
Division	Transportation Operations Division		
Department	Gateway and Clearance Department		
Section	Gateway Management		
Location	Clearance Points	Direct Reports	Clearance Coordinator
Reports To	Gateway Manager	Version Number	1
External Relations	Custom Officials	Guide Number	7303
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 the international inbound shipments arriving at the port of entry.
- Ensure release of confiscated shipments from customs by expediting arrangement of all the required documentations involved.
- 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.
- Training & Pass marks
- Staff Survey
- Saudization
- Scan compliance of all the shipments
- Lost shipments
- Damage
- Maintain file register as per the guide policy
- Screening of all the shipments
- Cleared shipments connected with priority

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.

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

Communication	Level 3
Conflict Management	Level 3
Decision Making	Level 3
Initiative	Level 3
Planning & Organizing	Level 3
Resource Management	Level 3
Stress Management	Level 3
Teamwork	Level 4

Technical Competencies

Knowledge of customs procedure	Beginner
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

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: