

Regional Manager - Gateway Management

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| Job Title | Regional Manager | | |
| Division | Transportation Operations Division | | |
| Department | Gateway and Clearance Department | | |
| Section | Gateway Management | | |
| Location | Gateway | Direct Reports | Supervisor Clearance |
| Reports To | National Manager – Gateway, Hub & LH | | Version Number 1 |
| External Relations | Custom Officials | | Guide Number 7304 |
| Internal Relations | Operations, Sales | | Job Code |

Basic Function

Ensuring all shipments arriving into Saudi territory to be cleared from customs and handed over to the respective hubs as per standard procedures and within the assigned time frame. 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.
- Verify shipments arrive to the warehouse with the required documentation.
- Remain updated on newly developing requirements of Government agencies for various incoming items.
- Generally, maintain highest level of relationship levels with Government authorities and especially at the KKA, Causeway, Batha Border.
- Reduce the Cage Dual Time (CDT) to zero by increasing the service levels.
- Solve long held customs shipments by directly coordinating with the shipper, consignee, and the customs officials
- Ensure all products are stored safely as per instructions until custom procedures are met and release letter is obtained.
- Ensure custom duty payment via “Bayan” by following up with finance department to expedite custom duty payment within 48 hours of deduction time.
- Coordinate the work activities within the facility answers questions and provide guidance in solving work problems.
- Disseminate information to the Hub Manager and co staff of any amendments.
- Achieve attend Training & Passing rate
- Survey (Staff/Customer)
- Maintain lost/Damage shipment/Dwell time rate
- Maintain Saudization

HR / Administrative

- Exercise day-to-day control of staff, authorizes Vacation, Overtime, disciplinary action etc. to achieve team goals / targets.
- Monitor and control overall team performance by reviewing regularly the day-to-day performance information through meetings, reports, walkthroughs and observations.

Finance

- Authorized to sign on the payment cheque for custom duty.
- Manage and update financial funds with Finance and related departments to ensure enough funds with a high control implementation.

EHS

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Overseeing and monitoring all the work activities in order to make sure that work- and job-related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.

- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

| Competencies - Professional and Technical | |
|---|--------------|
| Behavioral Competencie | |
| Change Leadership | Level 3 |
| 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 |
| Team Leadership | Level 4 |
| Teamwork | Level 4 |
| Technical Competencie | |
| Knowledge of customs procedure | Intermediate |
| Language Proficiency knowledge (Arabic) | Advanced |
| 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 <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i> | |
| Decision Making | |
| | |
| Key Performance Indicators (KPIs) | |
| Abide by the goal setting forms (Individual KPI'S) of the current financial year | |
| Qualification : Education and Experience | |
| <ul style="list-style-type: none"> ●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 <ul style="list-style-type: none"> ●Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position or <ul style="list-style-type: none"> ●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

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| Prepared By: | Reviewed by: | Approved by: | Endorsed by: |
| | | | |
| Updated by: | Date: | Approved by: | Date: |
| | | | |
| Employee Name: | | | |
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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.

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| Signature: | Date: |
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