

Clearance Agent			
Job Title	Customs Clearing Agent		
Division	Operations		
Department	Operations		
Section	Gateway		
Location		Direct Reports	
Reports To	Operations Supervisor	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

Basic Function

Clearing shipments from customs efficiently. Handling all export functions & uplift of SMSA shipments. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Responsible for clearing all SMSA inbound shipments (Air, Land, Sea & courier Freight etc.)
- Monitor & Tracking of flight arrivals as per pre alert & informing origin if any delay in arrival.
- Sending timely notification to BAS to transport the inbound shipments upon arrival to WH within the time line agreed
- Segregating high value, Ministry approval required shipments & notify customers regarding necessary documents required for clearance
- Coordinate with customers regarding the dutiable shipment & sending necessary paper work to finance for generating invoice
- Monitor all inbound flight arrivals from origin & report any delay or discrepancy to origin station.
- Scan compliance
- Maintain a good relationship with customs & Government employees to ensure smooth flow of day-to-day activities.
- Store any custom hold shipment in the designated custom hold area (cage) within premises of the bonded facility & Coordinate with customer for the documents required to arrange clearance
- Coordinate with ministries' for necessary approval related to clearance of shipments
- Maintaining report for customs hold shipments on daily basis
- Communicate with origin (Tickets) for any shipments which cannot be cleared for RTS / Destroy within the stipulated time lines or SMSA standards
- Coordinate with customs for shipment destroy process to be executed.
- Maintaining report for customs destroy shipments
- Stay abreast with day-to-day rules and regulations of customs to ensure compliance.
- Prepare necessary paper works and Handover export shipments to BAS before cut off time

- Coordinating with third party clearance agents & ensure shipments are cleared on time
- Arrange for documentation, shipment clearance & bonding of SMSA trucks for outbound SMSA
- Coordination with destination G/W, Line hauls drivers & customs for any clearance delay
- Assist the management for any custom related service enhancements issues & licensing requirement's
- Ensure shipments are dispatched & reach the station as per agreed time line
- Ensure all relevant gate pass at customs are obtained & valid at all time
- Report any discrepancy in clearance export / Import to the management on a timely manner.
- Ensure any incidents are recorded under incident report (Damage /Missing/Open packages/Broken etc.) & forward to Ops manager within 24 hrs. of the occurrence
- Ensure safety & security of SMSA WH premises & all shipments within bonded area at all times
- Maintain all reports related to clearance
- Ensure all necessary files & file register are maintained as per SMSA standards & upload on GUIDE
- Any other job assigned by the manager time to time
- Make all necessary flight bookings for export
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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 2
Communication	Level 2
Decision Making	Level 2
Networking/Relationship building	Level 2
Teamwork	Level 2

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,	Advanced

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 three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 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: