

Clearance Coordinator			
Job Title	Customer Services Coordinator		
Division	Operations		
Department	Operations		
Section	Station		
Location		Direct Reports	
Reports To	Supervisor – Gateway	Version Number	1
External Relations	Customs	Guide Number	
Internal Relations	CS/ FIN	Job Code	

Basic Function

To provide effective and efficient import/export service. Fully understand, drive and promote SMSA vision, culture and values. Handling gateway functions and international import/export functions.

KEY Responsibilities

Core

- To follow up & monitor all import & transit pre alerts.
- Print all pre-alerts and handover to STL for manifest and clearance agent for pre-clearance.
- To check for all flight arrivals, update load details file and notify origin for any delays.
- Follow up with airlines if there is any delay in uplift of load & inform origin & concerned departments.
- Coordinate with STL, Clearance Agent and BAS for smooth transfer of inbound, export & transit loads.
- Report overage / shortage to origins and apply necessary scans in CORE "STAT 75 INTL PKG MANIFESTED/NOT REC'D" or "STAT 74 Overage".
- Monitor all high value/held shipments on daily basis & ensure appropriate scans are applied.
- Follow up on held high value shipments & take appropriate action.
- Coordinate with customs and other ministries for approvals.
- Coordinate with customers for required documentation.
- Maintain report for uncleared / unable to clear shipments in gateway.
- Ensure held shipments are returned to origin as per RTO policy.
- Monitoring all gateway tickets & take appropriate action.
- Transfer BAS export shipments and ensure acceptance by BAS.
- Monitoring and ensuring files and file registers are maintained.
- 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
Communication	Level 2
Continuous Learning	Level 2
Initiative	Level 2
Teamwork	Level 2
Technical Competencie	
Forklift operating knowledge	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Knowledge of customs procedure	Beginner
Local Regulations Compliance Knowledge	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Intermediate

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
<p>Beginner</p> <p><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i></p>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>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.</p> <p style="text-align: center;">or</p> <p>Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position</p> <p style="text-align: center;">or</p> <p>Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position</p> <p><i>*Note: Industry Experience wherever its applicable</i></p>

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: