

Supervisor – Gateway & Hub

Job Title	Supv, Customs Clearing		
Division	Operations		
Department	Operations		
Section	Gateway		
Location		Direct Reports	
Reports To	Operations Manager	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.) Cause way clearance, Air Cargo clearance & Sea port clearance.
- Supervise all clearance activities, Review the process & procedures.
- Monitor & Tracking of flight arrivals as per pre alert & informing origin if any delay in arrival.
- Segregating high value, Ministry approval required shipments & notify Clearance CS Support regarding necessary documents required for clearance
- Coordinate with Clearance CS Support and ensure payment confirmation is provided/approved on timely manner to avoid delay in clearance.
- Monitor all inbound flight arrivals from origin & report any delay or discrepancy to origin hub.
- 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 Clearance CS Support 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 shipments 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 submit export documents to customs as plan time-line agreed and handover export shipments to BAS before cut off 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
- Make all necessary flight bookings for export as per monthly plan provided by P&E Department.
- Other task/job and other responsibilities requested by 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 Competencies

Adaptability	Level 3
Initiative	Level 3
Resource Management	Level 3
Stress Management	Level 3
Team Leadership	Level 3
Teamwork	Level 3

Technical Competencies

Handling Customer Complaint Knowledge	Intermediate
Knowledge of customs procedure	Intermediate
Local Regulations Compliance Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	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: