



DEPARTMENT:	Brokerage
LOCATION:	51A Railway Road, Cunupia
JOB TITLE:	Team Lead - Port Clearance
REPORTS TO:	Supervisor – Customs Brokerage

JOB SUMMARY:

The Supervisor - Port Clearance is responsible for overseeing and providing administrative and clerical support services to Port Coordinators, Transport Coordinator and Courier Coordinator.

JOB DETAILS:

- Manage Transport, Couriers, port coordinators and customs clerks efficiently and effectively.
- Ensure Transport, Couriers and port coordinators are working at optimum levels and provide support when required.
- Keep up to date with changes as they occur, to advise Customer Care (CC) Team on import and export restrictions and all other customs related matters.
- Liaise with Customer Care Team on urgent matters and ensure that information is filtered effectively to its intended audience.
- Ensure information is reciprocated from CC team to Port Coordinators, Clerks and vice versa.
- Provide support for all other department supervisors and Team Leads.
- Compile daily reports while monitoring performance to ensure Key Performance Indicators are achieved.
- Ensure all receipts paid are uploaded onto Odoo and returned to office.
- Monitor and ensure Coordinators are updating their respective schedules in real time and are accurate, updates are sent out to the Customer Care Team.
- Responsible for generation of any clearance report once required.
- Record any absent and tardiness to Team Lead.
- Any other duties that may be required.

Key Performance Indicators:

Lagging Indicators

- Consists of all shipments that were cleared at a given day and must show the average number of days in clearance which derives from arrival – Date shipment is cleared.
- In addition, actual days in clearance is another instrument of reviewing performance based on the date passed over to Clearance Team to date shipment is cleared.

Leading Indicators

- Consists of all shipments that require attention from the Port Coordinator. Moreover, all shipments that have not yet released from screening and currently still on the port/bond. These shipments can only be considered cleared when the cargo/containers depart from the port/bonds and deliver to the customer.
- Shipments are further categorized using colours based on overall arrival and shipments out of KPI must be treated with utmost priority to be cleared as soon as possible.
 - **Red** – Shipments >4 days
 - **Yellow** – Shipments > 2days



○ **Green** - Shipments < 2days

- Ensure Port coordinators stick to their Estimated Clearance Date (ECD) they would have assigned to shipments and clearly indicate the next plan of action to get the shipment cleared and delivered.
- Ensure each Port coordinator effectively manages and coordinates clearance of cargo ideally within the Bucket KPI's. The main KPI in this bucket is the length of time a shipment takes to clear, which can be calculated by subtracting Date shipment cleared from Date passed over to clearance team and ideally should not exceed 4 days. In addition, if a shipment comes into clearance bucket out of the company's overall KPI, priority needs to be placed on the clearance of that shipment.

HSSEQ RESPONSIBILITIES:

- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your Supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined, and corrective action taken; and
- Tag and Report all defective tools or equipment immediately.
- Follow and maintain Company standards of Quality in accordance with Company Quality System requirements.
- Adhere to the guidelines stated in the Policy Manual.

EDUCATIONAL REQUIREMENTS AND EXPERIENCE:

- Minimum Customs Clerk Grade 2
- Minimum 2 years' supervisory experience.
- Experience in the shipping industry will be an asset.

PERSON SPECIFICATIONS:

- Excellent communication skills
- Problem- solving and analytical skills
- Ability to achieve goals and meet deadlines.
- Strong customer focus
- Sensitivity and understanding
- Knowledge of how businesses operate.