



Job Description

Identification No	IMS-EJS/MD/FIN/HRADM/T/001	Revision Number: 00
Date of Issue	02-01-2026	Revision Date: 01-05-2026

Job Title: Customs Declarant

Department: Operations

Reports To: Account Lead / Customs Coordinator

Job Purpose

The Customs Declarant is responsible for preparing, processing, and managing all customs clearance documentation for imported and exported goods in compliance with customs laws, port regulations, and international trade procedures. The role ensures timely cargo clearance while minimizing delays, penalties, demurrage charges, and compliance risks.

The Customs Declarant acts as a liaison between importers/exporters, customs authorities, shipping lines, freight forwarders, transporters, and other stakeholders involved in the supply chain.

Main Duties & Responsibilities

1. Customs Documentation Preparation

- Prepare and lodge import and export declarations accurately within required timelines.
- Review and verify shipping and commercial documents including:
 - Commercial invoices
 - Packing lists
 - Bills of lading / Air waybills
 - Delivery orders
 - Certificates of origin
 - Import permits and licenses
 - Insurance certificates
 - Tax exemption documents
- Ensure all documentation complies with customs and port authority requirements.
- Maintain organized filing systems for all customs records and shipment files.

2. Tariff Classification and Valuation

- Determine the correct Harmonized System (HS) tariff classification codes for goods.
- Calculate customs duties, VAT, excise duty, import levies, and other applicable taxes.
- Apply proper customs valuation methods according to national and international regulations.
- Verify accuracy of declared values to avoid under-valuation or over-valuation penalties.
- Advise clients or management on duty structures and tariff implications.

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3. Customs Clearance Processing

- Submit declarations through customs electronic systems such as:
 - ASYCUDA
 - TANCIS
 - TRA systems
 - Port community systems
 - TBS System
- Coordinate customs entries and processing procedures for:
 - Imports
 - Exports
 - Transit cargo
 - Temporary imports
 - Bonded cargo
- Monitor clearance progress and resolve declaration rejections or system errors.
- Arrange customs inspections and examinations when required.

4. Compliance and Regulatory Management

- Ensure compliance with customs laws, trade regulations, and government policies.
- Stay updated on changes in customs tariffs, regulations, and import/export procedures.
- Ensure all permits and approvals are obtained before cargo clearance.
- Handle customs queries, audits, and investigations professionally.
- Prevent compliance risks that may result in:
 - Fines
 - Cargo seizures
 - Delays
 - Penalties
- Ensure adherence to anti-smuggling and trade compliance procedures.

5. Coordination and Communication

- Liaise with:
 - Customs officials
 - Port authorities
 - Shipping lines
 - Freight forwarders
 - Warehouse operators
 - Transport companies
 - Government agencies
- Provide clients with updates on shipment and clearance status.
- Resolve operational issues affecting cargo movement and delivery timelines.
- Coordinate cargo release and transport arrangements after clearance.

6. Financial and Cost Control Responsibilities

- Prepare duty and tax estimates for clients or management.
- Monitor payment of customs duties, port charges, storage fees, and related costs.
- Assist in minimizing demurrage, detention, and storage charges through efficient processing.
- Reconcile customs-related invoices and payment records.

7. Record Keeping and Reporting

- Maintain accurate records of declarations, permits, payments, and clearance documents.
- Generate daily, weekly, or monthly operational reports.
- Track shipment statuses and maintain clearance performance records.
- Ensure confidentiality and secure handling of commercial documents.

8. Shipment Tracking and Delivery Coordination

- Monitor and track shipments from port of entry to the client's facility or final delivery destination.
- Coordinate with transporters, warehouse teams, and freight forwarders to ensure timely cargo movement.
- Provide clients with regular updates on shipment location, clearance progress, and estimated delivery times.
- Follow up on delayed shipments and resolve transportation or documentation issues affecting delivery schedules.
- Ensure proof of delivery (POD) and delivery documentation are properly completed and submitted.
- Coordinate unloading schedules and delivery appointments with client facilities when necessary.
- Monitor transit cargo movement and ensure compliance with transport and customs requirements during delivery.
- Maintain accurate shipment tracking records and update internal logistics systems accordingly.
- Assist in resolving cargo discrepancies, damages, or missing items reported during transportation or delivery.
- Ensure cargo is delivered safely, securely, and within agreed service timelines.

Key Performance Indicators (KPIs)

- Percentage of error-free declarations
- Cargo clearance turnaround time
- Reduction in penalties and demurrage costs
- Compliance rate with customs regulations
- Client satisfaction levels
- Timely submission of customs documents
- On-time delivery rate of cleared cargo to client facilities.

Approval and Signature

Approved by:	Human Resource Coordinator
Signature:	
Date:	01-May-2026



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Employee Acknowledgement and Signature

I, ZULPHA AMOUR MAKALA, acknowledge that I have read and understood the duties, responsibilities, and requirements outlined in this Job Description for the position of Front Desk Officer. I agree to perform my duties to the best of my ability and comply with the company's policies and procedures.

Employee Name: ZULPHA AMOUR MAKALA

Employee Signature: 

Date: 1/5/2026