



Job Description

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

Job Title: Operation Coordinator
Department: Operations
Reports To: Account Lead

Job Summary

The operations Coordinator is a field-based execution role responsible for driving the physical progress of cargo clearance and movement through customs, port terminals, and Inland Container Depots (ICDs). The role ensures that shipments are processed without delay by actively following up with customs officers, inspection agencies, shipping lines, ICD operators, and transporters.

This is a hands-on operational role focused on speed, accuracy, persistence, and continuous follow-up to ensure cargo is cleared and delivered within the shortest possible time while minimizing costs such as demurrage, storage, and detention.

Main Duties & Responsibilities

1. Customs Clearance Follow-Up (Primary Duty)

- Physically attend customs offices daily to track the status of entries and declarations.
- Follow up on:
 - Assessment of duties and taxes
 - Verification status
 - Risk management/inspection selection
 - Release orders
- Push for timely processing by engaging customs officers and clearing agents.
- Resolve bottlenecks such as:
 - System delays
 - Missing documents
 - Query resolutions
 - Re-assessments or amendments
- Ensure duties and taxes are promptly confirmed and paid to avoid delays.

2. Physical Inspection Coordination

- Arrange and attend cargo inspections with customs and regulatory bodies.
- Ensure cargo is positioned correctly for inspection at:

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- Port yards
- ICDs
- Bonded warehouses
- Coordinate opening, unpacking, and re-sealing of containers during inspection.
- Ensure all required parties are present (customs, shipping line, warehouse staff).
- Record inspection outcomes and immediately act on findings (release, re-inspection, or hold).

3. ICD (Inland Container Depot) Operations Management

- Monitor container movement between port and ICD.
- Follow up on:
 - Container offloading and stacking
 - Storage allocation
 - Container stripping (de-stuffing)
 - Empty container return scheduling
- Coordinate truck entry permits, gate passes, and ICD documentation.
- Ensure containers are not delayed beyond free time to avoid penalties.
- Track container status until final release or export dispatch.

4. Shipping Line & Terminal Coordination

- Liaise with shipping lines for:
 - Delivery orders (DOs)
 - Container release approvals
 - Guarantee letters and amendments
- Follow up at port terminals on:
 - Container availability
 - Discharge completion
 - Yard positioning
- Resolve disputes such as:
 - Container hold issues
 - Damaged cargo claims
 - Late arrival discrepancies

5. Documentation Handling & Verification

- Collect, submit, and verify all clearing documents including:
 - Bill of Lading
 - Import Declarations
 - Commercial invoices
 - Packing lists
 - Certificates (origin, conformity, permits)
- Ensure documents are correctly stamped and filed with relevant authorities.
- Cross-check consistency of all documents before submission to avoid rejection.
- Maintain updated physical and digital filing systems for audit tracking.

6. Cargo Tracking & Reporting

- Provide real-time updates on shipment status to internal teams and clients.
- Maintain daily operational logs including:
 - Shipment stage
 - Pending approvals
 - Expected clearance time
- Escalate critical delays immediately to management.
- Track container milestones from arrival → inspection → clearance → dispatch.

7. Transport & Delivery Coordination

- Coordinate truck allocation for container pickup and delivery.
- Ensure trucks have:
 - Correct documentation
 - Gate passes
 - Delivery instructions
- Monitor truck movements to avoid delays or offloading issues.
- Confirm final delivery to client warehouses or consignee premises.

8. Cost Control & Demurrage Prevention

- Actively monitor free time for containers.
- Prevent or minimize:
 - Demurrage charges
 - Storage charges
 - Detention penalties
- Ensure rapid clearance turnaround time.
- Report any potential cost exposure early for corrective action.

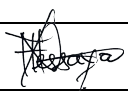
9. Problem Solving in the Field

- Resolve operational challenges such as:
 - System downtime at customs
 - Missing approvals
 - Inspection delays
 - Disputed declarations
- Negotiate and coordinate solutions with officers and stakeholders.
- Make quick decisions within authority limits to avoid shipment delays.

Key Performance Indicators (KPIs)

- Average clearance time per shipment
- Number of shipments cleared per day/week
- Demurrage cost reduction
- Inspection turnaround time
- Accuracy of documentation (error rate)
- On-time delivery performance
- Number of unresolved pending files
- Cost avoidance achieved

Approval and Signature

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



Employee Acknowledgement and Signature

I, Juma SELEMAN NGITU, 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: Juma SELEMAN NGITU

Employee Signature: 

Date: 01/05/2026

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