



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 Coordinator

Department: Operations

Reports To: Operation Manager

Job Purpose

The customs Coordinator is responsible for overseeing and coordinating all customs clearance activities for import, export, and transit cargo. The role ensures shipments are processed efficiently, accurately, and in compliance with customs laws, port regulations, and international trade requirements. The customs Coordinator acts as the main link between clients, customs authorities, shipping lines, transporters, port operators, and internal operations teams to ensure timely cargo clearance and delivery.

Main Duties & Responsibilities

1. Customs Clearance Operations

- Prepare, verify, and submit customs declarations for import, export, and transit shipments.
- Ensure all cargo documentation complies with customs regulations and client requirements.
- Coordinate customs clearance procedures from cargo arrival up to final release.
- Follow up on customs entries, inspections, assessments, and approvals.
- Monitor shipment progress and ensure timely processing to avoid storage charges, demurrage, or penalties.
- Handle cargo classification using Harmonized System (HS) Codes.
- Ensure proper valuation of goods in accordance with customs regulations.
- Calculate and verify customs duties, taxes, levies, and related charges.
- Coordinate physical inspections and customs examinations when required.
- Process temporary import/export permits and bonded cargo documentation.

2. Documentation Management

- Review and verify shipping and trade documents including:
 - Commercial invoices
 - Packing lists
 - Bills of Lading (B/L)
 - Air Waybills (AWB)
 - Certificates of Origin
 - Import permits
 - Export permits
 - Insurance certificates
 - Delivery orders
 - Transit documents

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- Ensure completeness and accuracy of all submitted documents.
- Maintain proper filing systems for customs and shipment records.
- Update shipment records and clearance status in company systems.
- Prepare reports and documentation for audits and compliance reviews.

3. Client Coordination and Customer Service

- Serve as the primary contact for clients regarding customs clearance activities.
- Provide regular updates on shipment status, customs progress, delays, and delivery schedules.
- Advise clients on customs requirements, import/export regulations, and documentation needs.
- Respond promptly to client inquiries and resolve shipment-related issues.
- Build and maintain strong professional relationships with clients to ensure customer satisfaction.

4. Regulatory Compliance

- Ensure compliance with all customs laws, import/export regulations, and government requirements.
- Stay updated on changes in customs procedures, tariffs, and trade regulations.
- Ensure company operations comply with port authority and revenue authority requirements.
- Identify compliance risks and escalate issues to management when necessary.
- Support internal and external audits related to customs and trade compliance.
- Ensure adherence to company policies, ethical standards, and operational procedures.

5. Coordination with External Stakeholders

- Liaise with:
 - Customs authorities
 - Port authorities
 - Shipping lines
 - Freight forwarders
 - Transport companies
 - Airlines
 - Warehouse operators
 - Government regulatory agencies
- Coordinate cargo release, container collection, and delivery scheduling.
- Arrange transportation and delivery after customs clearance.
- Follow up on missing documents, shipment discrepancies, and customs queries.
- Resolve operational challenges affecting cargo movement.

6. Financial and Cost Control Responsibilities

- Verify invoices and customs-related charges.
- Ensure accurate billing of customs duties, taxes, transport charges, and service fees.
- Monitor costs related to storage, detention, and demurrage.
- Assist in cost reduction initiatives by improving clearance efficiency.
- Prepare expense reports and clearance cost summaries for management and clients.

7. 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 shipments cleared on time
- Accuracy of customs declarations
- Reduction in customs penalties and delays
- Client satisfaction levels
- Compliance audit results
- Reduction in demurrage and storage costs
- Efficient turnaround time for cargo clearance
- 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, REHEMA ALLANINI MBONDE, 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: REHEMA ALLANINI MBONDE

Employee Signature: 

Date: 01/05/2026