



## **JOB DESCRIPTION: CLEARING AGENT**

### **DUTY STATION: WINDHOEK**

#### **ABOUT THE ROLE**

The Clearing Agent plays a crucial role in ensuring the efficient and accurate clearance of goods through customs. This position requires meticulous attention to detail, a thorough understanding of customs regulations, and the ability to manage multiple tasks simultaneously. The Clearing Agent will liaise with customs officials, clients, and other stakeholders to facilitate the smooth and timely movement of goods, resolve any issues that may arise, and maintain compliance with all relevant laws and regulations. The role demands strong organizational skills, excellent communication abilities, and a commitment to providing exceptional customer service.

#### **REPORTING TO**

- The Clearing Agent will report to the Clearing Agent Supervisor and Line Manager.

#### **KEY RESPONSIBILITIES**

- Prepare and submit customs documentation.
- Liaise with customs officials to ensure compliance with regulations.
- Track and monitor shipments to ensure timely clearance.
- Resolve any issues or discrepancies related to customs clearance.
- Maintain accurate records and files.

#### **MINIMUM REQUIREMENTS & SKILLS**

- Grade 12
- Code B driving licence with PDP
- Excellent command of written and spoken English and Afrikaans
- Sound knowledge of Parcel Perfect
- Excellent knowledge of the Asycuda World System and its rules and regulations

- Must be familiar with Customs & Excise procedures (Classification, Import & Export requirements)
- Experience in customs clearing and forwarding
- Strong understanding of customs regulations
- Prepared to work irregular hours, weekends, and shifts
- Ability to work in a pressurized environment
- Valid Code of Conduct (Police Clearance Certificate) not older than 3 months
- Attention to detail and high level of accuracy
- Excellent organizational skills
- Excellent communication and interpersonal skills
- Customer driven approach
- Namibian Citizenship

## EXPERIENCE

- Minimum of 3-years' working experience in a courier company is an advantage
- Minimum of 3-years' applied experience in framing and clearing of customer documents is a requirement.

## QUALIFICATIONS

- High school diploma or equivalent
- Additional education or certifications in Logistics or a related field are advantageous