



**MSF SPAIN IS OPENING THE RECRUITMENT OF:  
CUSTOMS MANAGER (BASED IN JUBA / 2 YEARS CONTRACT (STARTING WITH 6 MONTHS))**

In line with our Strategic Orientations we are actively seeking to improve the gender balance in the organization, particularly in the logistics and supply department, and That's why, females are strongly encouraged to apply.

Medecins Sans Frontieres/Doctor without Borders (MSF), founded in 1971, is an international humanitarian organization that provides emergency medical assistance to population in danger in more than 60 countries. MSF has been present in South Sudan for 30 years. Médecins Sans Frontières is an international independent medical-humanitarian organization, which helps populations in distress, to victims of natural or man-made disasters and to victims of armed conflict, without discrimination and irrespective of race, religion, creed or political affiliation.

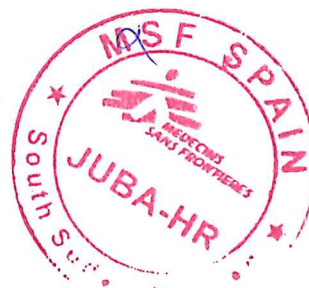
MSF is a civil society initiative that brings together individuals committed to the assistance of other human beings in crisis. As such MSF is by choice an association. Each individual working with MSF does it out of conviction and is ready to uphold the values and principles of MSF.

**Main Purpose**

Defining, coordinating and monitoring all activities related to the clearing of medical and non-medical goods in the Mission according to MSF protocols, standards and procedures in order to ensure the optimal running of the Mission.

**Main Duties & Responsibilities**

- In collaboration with the Logistics/ Supply Chain Coordinator, defining the Customs related procedures and planning the annual budget for Customs activities in order to identify and optimize the response to the needs of the mission and the targeted population.
- Monitoring the implementation of the Customs related procedures ensuring compliance with MSF standards, protocols and procedures. This includes the following:
- Ensuring the clearing of goods and managing relations and customs regulations with clearing/forwarding agents, and government. Collecting market information and advising the supply unit, coordination and other actors on customs regulations and constrains. Conducting field visits to ensure understanding and communication between different actors
- Planning and Managing customs clearance activities with forwarding companies, managing delivery of newly cleared cargoes and following and communicating all customs activities of the cargoes. Preparing assembles and monitoring the validity of all customs related documents (Freight Manifest, Release Notes, donation/gift certificate, packing list, invoice, etc.). Organizing deliveries/transport to the missions, of cargoes coming into the country through various port of entry, ensuring that an MSF representative is present to receive cargoes



- Ensuring Customs agents invoices are validated and sent to mission Supply Responsible for signature and forwarded to Finance for payment
- Analyzing and managing any claims with Customs agents or Mission and payments to be kept on hold. Advising the finance department on time
- Participating in the validation of clearing agents and facilitating and following up duty and tax exemptions.
- Ensuring technical support and providing coaching to staff under his/her responsibility. Providing standardized/template documents and guidelines
- In collaboration with the LogCo/SupplyCo and HRCo, participating in the planning and implementation of HR associated processes (recruitment, training, briefing/debriefing, evaluation, detection of potential, development and communication) of the staff under his/her responsibility in order to ensure both the sizing and the amount of knowledge required to correctly perform all supply activities pertaining to his area
- Preparing monthly report of indicators (figures, graphs and charts), providing quarterly analyses.
- Performing delegated tasks according to his/her specialty and as specified in his/her job description

#### **MSF SPECIFIC ACCOUNTABILITIES**

- Ensures good application of procedures by the customs officers
- Ensures good communication between Customs Officers and missions
- Ensures that the reporting tools are well updated by Customs Officers
- Communicates with Supply CO's on potential issues on their mission's clearance files
- Assists Customs Officers whenever needed in their daily activities
- Filled up KPI tools
- Organize bimonthly meeting with Customs clearing agents for follow up on their performance
- Organizes Monthly meeting with IPM to review KPI's of Customs clearing agents' performances
- Organizes quarterly meeting with Supply Co's to review performances of Intersectional customs Team
- Advises the missions on the appropriate procedures for Emergency customs clearance request
- Represent missions in communication with authorities in general
- Support missions in specific problems they could face with different administration involved in customs clearance process
- Receives claims from missions and conduct investigations
- Represent the MICO in the Board of HoM's if needed
- Assist IPM for market assessment of customs clearance agents each year
- Ensures good balance of workload between customs officers
- Ensures a proper archive system of closed files



## REQUIREMENTS

- Degree in clearing and forwarding or related field or Diploma in clearing and forwarding with minimum 2 years of experience in the field
- Essential at least two years of working experience in related activities.
- Desirable previous experience with MSF Logistics or Supply Department or other NGOs, and working experience in developing countries
- Mission language (English) and local language (Arabic) are essential
- Computer literacy, (excel, email, word)

## COMPETENCIES

- People Management and Development
- Commitment to MSF Participles
- Behavioural Flexibility
- Results and Quality Orientation
- Teamwork and Cooperation
- Communication

## HOW TO APPLY

Interested applicants can submit their motivation letters and updated CV, relevant academic certificates, previous work certificates and nationality ID.

Application should be addressed to:

**DEVELOPMENT MANAGER, MSF SPAIN, JUBA.**

Submission can be done by E-mail: [msfe-juba-dev@barcelona.msf.org](mailto:msfe-juba-dev@barcelona.msf.org) or

**DROP TO MSF SPAIN, ADMINISTRATION OFFICE, JUBA**

**With clearly written job title and updated contact numbers.**

**Closing date for submissions: 15/07/2022 at 17:00 hrs.**

**We thank all applicants for their interest, but only short-listed candidates will be contacted for the recruitment process.**

*Applications once submitted, will not be returned to applicants.*

MSF is committed to achieving workforce diversity in terms of gender, race, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are encouraged to apply. We are committed to achieving a balanced gender distribution and therefore encourage women to apply. All applications will be treated with the strictest confidence.

MSF provides a work environment that reflects the values of gender equality, teamwork, integrity and a healthy balance of work and life. MSF does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment and discrimination.

Done in Juba, 1<sup>st</sup> July 2022.

