	<b>Documentation Supervisor</b>		<b>Document Number:</b>  JD-OPS-09.28
	<b>Job Description</b>		
	<b>Department:</b> Global - Operations	<b>Effective Date:</b> July 25, 2022	<b>Revision No</b> 0

## I Reason for Existence

The Documentation Supervisor is responsible in managing or monitoring, supervises day to day operational activities as outlined in the policies and procedure to achieve excellence and execute service commitment to clients.


## II Duties and Responsibilities

1. Oversees and carries out the day-to-day operational activities such as Manifesting for import shipment complement to field work such as to shipping lines, airlines, pick-up of documents to clients.
2. Receives arrival notice from carriers and airlines for documentation preparation.
3. Signs and releases Delivery Order to customer or its authorized representatives.
4. Prepares operational reports for documents handled on weekly and monthly basis.
5. Assists the manager in planning and implementation of policies and procedures by recommending improvements to achieve operational efficiency.
6. Recommends process improvement and develop policy to strengthen operations business control and reduce costs.
7. Manages the dispatch of messengers to designated area.
8. Conducts Performance Management by evaluating and discussing Key Performance Indicators (KPI) results to Operations team members and come up with action plans to improve team performance.
9. Performs any other function as assigned by his/ her immediate leader.

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### III Minimum Qualifications

1. Graduate of Customs Administration, Logistics Management course preferably or business course and its equivalent
2. Minimum of two (2) years experience in a position with similar job description
3. Strong oral and written communications and organizational skills are required
4. Knowledgeable and proficient in the use of Microsoft office programs
5. Strong analytical skills, systematic and detailed oriented
6. With proven people handling skills
7. High stress tolerance

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