

Job Description

Boarder Supervisor - Customs**Vision Logistics U Limited**

Department	Supply Chain	
Reports to	Direct: Customs Team Leader	Technical: Managing Director
Location	Boarder Points	
Workdays & Hours	Monday - Friday, 8am – 5pm. Saturday - 8am – 2pm	
Supervises	Direct: Boarder Agents	Technical: N/A

Company Profile

Vision Logistics (U) Limited is a leading service provider in offering; Customs Clearing & Freight Forwarding services in EAC Region and beyond, Mobility Vehicles & Construction Equipment Leasing in Oil & Gas sector and Procurement Consultancy Services. Guided by our core values—Integrity, Excellence, Innovation, Safety, and Customer-Centricity—we deliver trusted and efficient logistics solutions that empower sustainable growth for our clients across the region.

We are currently implementing the Integrated Management System (**ISO QMS 9001, EMS 14001 & OHMS 45001 Standards**). We are Qualified by the Petroleum Authority of Uganda (PAU) to operate in the Oil & Gas sector of Uganda on NSD Number: **NS-15122/2023/4102**. We are a licensed Customs Agent by Uganda Revenue Authority (URA) on License Number: **2025/259**, We're also a member of Uganda Clearing Industry & Forwarding Association (UCIFA) on Membership Number: **UCIFA 5158**.

JOB SUMMERY

The Boarder Supervisor - Customs is responsible for leading, coordinating, and supervising the customs clearing team to ensure timely, compliant, and cost-effective clearance of cargo in accordance with Uganda Revenue Authority (URA) regulations, East African Community (EAC) customs laws, and company service standards. The role ensures operational efficiency, regulatory compliance, high customer satisfaction, and continuous improvement within customs operations.

JOB RESPONSIBILITIES

- Supervise and coordinate all customs clearance operations at the assigned border point to ensure smooth and timely processing of imports, exports, and transit cargo.
- Ensure full compliance with the **East African Community Customs Management Act (EACCMA)**, **Uganda Revenue Authority (URA) regulations**, and other



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- applicable trade and border control laws.
- Oversee preparation, verification, and submission of customs documentation including entries, manifests, declarations, bonds, and permits to avoid delays, penalties, or seizures.
 - Act as the primary liaison between Vision Logistics, URA Customs, border agencies (Immigration, UNBS, Police, Quarantine, Port Health), transporters, and clients.
 - Monitor cargo inspections, physical examinations, scanning, and release processes, ensuring issues are resolved promptly and professionally.
 - Supervise, mentor, and allocate duties to customs clearing staff at the border, ensuring discipline, productivity, teamwork, and adherence to ethical standards.
 - Identify and manage operational risks such as documentation errors, valuation disputes, classification issues, and compliance gaps, escalating complex matters when necessary.
 - Track clearance timelines and costs, ensuring service level agreements (SLAs) with clients are met and continuously improved.
 - Prepare and submit daily, weekly, and monthly operational reports on cargo status, border challenges, compliance issues, and performance metrics.
 - Support investigations, audits, and post-clearance reviews conducted by customs authorities or internal management.
 - Promote Vision Logistics' core values of integrity, customer focus, safety, innovation, and excellence in all border operations.
 - Ensure proper record keeping and secure handling of sensitive customs and client information.
 - Recommend process improvements to enhance efficiency, compliance, and customer satisfaction at the border.

EDUCATION, LICENSES, & CERTIFICATIONS

A Diploma in Logistics, Supply Chain Management, Customs Management, Business Administration, or a related field; professional training in customs clearing and forwarding; at least 5 years' experience in customs operations with a minimum of 2 years in a supervisory or team leadership role; strong working knowledge of URA systems (e.g. ASYCUDA), EAC customs regulations, and international trade procedures.

EXPERIENCE

The role provides direct supervision of customs officers, documentation clerks, and clearing agents; allocates workloads, sets daily priorities, and monitors performance against KPIs; conducts on-the-job training, coaching, and mentorship for team members; participates in recruitment, performance appraisals, disciplinary processes, and staff development planning; enforces compliance with company policies, ethical standards, and customer service protocols;

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and ensures effective coordination between the customs team, front desk, and customer care units to deliver timely updates and professional client engagement.

KNOWLEDGE, SKILLS & ABILITIES

Strong leadership and people-management skills; in-depth knowledge of customs laws and procedures; excellent problem-solving and decision-making abilities; high level of integrity and attention to detail; strong communication and stakeholder management skills; ability to work under pressure and meet strict deadlines; proficiency in MS Office and customs systems; and a customer-centric, results-driven mindset.