

Job Description

Customs Team Leader

Vision Logistics U Limited

Department	Supply Chain	
Reports to	Direct: Supply Chain Manager	Technical: Managing Director
Location	Kampala Head Office	
Workdays & Hours	Monday - Friday, 8am – 5pm. Saturday - 8am – 2pm	
Supervises	Direct: Declarants, Documentation Specialist, Field Assistant, Boarder Supervisors	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 SUMMARY

The Customs Team Leader 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

- Plan, coordinate, and oversee all customs clearing activities for imports, exports, and transit cargo in compliance with Uganda Revenue Authority (URA) regulations and the East African Community Customs Management Act.



ROLE PROFILE

- Supervise, guide, and support customs documentation officers and clearing agents to ensure accuracy, efficiency, ethical conduct, and adherence to company policies.
- Review, validate, and approve customs declarations, tariff classifications, customs valuation, and duty calculations prior to submission to customs authorities.
- Ensure proper management, custody, and filing of all customs documentation, permits, bonds, licenses, and statutory records.
- Serve as the primary liaison with URA, border authorities, ports, and other regulatory agencies to facilitate smooth clearance and resolve inspections, queries, penalties, and disputes.
- Monitor clearance timelines, operational performance, and service delivery standards, addressing bottlenecks and ensuring timely cargo release.
- Ensure effective utilization of customs systems such as ASYCUDA and support automation and process improvement initiatives.
- Enforce internal controls and compliance measures to prevent fraud, revenue loss, and regulatory non-compliance.
- Prepare, review, and submit operational, compliance, and performance reports to management.
- Collaborate closely with transport, warehousing, finance, and customer service teams to ensure seamless end-to-end logistics service delivery and effective client communication.
- Support staff training, mentorship, performance management, and continuous professional development within the customs team.

EDUCATION, LICENSES, & CERTIFICATIONS

A bachelor's degree 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; and ensures effective coordination between the customs team, front desk, and customer care units to deliver timely updates and professional client engagement.

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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.