

Job Title: General Manager – Custom Clearance

Division: Custom Clearance

Reporting to: Chief Operating Officer

Location: Mumbai

Travel Requirement: Frequent travel within India

Position Overview

The General Manager – Custom Clearance will lead and oversee all customs operations for both import and export activities across the organization. The role requires in-depth knowledge of Indian customs laws, HS Codes, trade notifications, and special economic areas including FTWZ, SEZ, EOU, and STPI. The GM will manage key accounts, ensure regulatory compliance, maintain customer relations, and drive the profitability and operational efficiency of the department.

Key Responsibilities

- Lead and manage the Custom Clearance Department for smooth import and export operations across multiple locations.
- Handle key accounts of the company and ensure timely, compliant, and efficient clearance of consignments.
- Serve as the main liaison with customers and customs authorities, resolving all operational and regulatory queries promptly.
- Develop, implement, and continuously improve standard operating procedures (SOPs) and systems for customs activities.
- Participate in the Profit & Loss (P&L), budgeting, and strategic goal-setting exercises for the brokerage business.
- Drive business growth and increase profit margins of the custom clearance operations.
- Supervise and guide the Customer Service team, ensuring adherence to client SLAs and company quality standards.
- Train and coordinate effectively with internal departments such as Documentation, Delivery Order (DO) team, Port/CFS employees, and other support functions.
- Maintain and foster strong relationships with clients and ensure high standards of service delivery.
- Keep team members motivated, aligned with company goals, and focused on achieving their Key Result Areas (KRAs).
- Liaise with Customs, Shipping Lines, Port Authorities, and other government regulatory bodies such as ADC, PHO, PQ, and AQ authorities.
- Monitor circulars, trade notices, and regulatory updates; disseminate relevant information to team members and clients.
- Troubleshoot operational issues with speed and accuracy and update management and customers on actions taken.
- Ensure compliance with company policies, credit norms, and clearance procedures as per client SOPs.
- Maintain accurate reports and documentation related to all clearance activities.

- Uphold company values, ensure ethical conduct, and maintain confidentiality in all dealings.

Qualifications and Skills

- Graduate in any discipline (preferably with background in Commerce, Logistics, or Law).
- Minimum 10–12 years of experience in Custom Clearance operations with at least 3-5 years in a senior leadership role.
- Thorough understanding of Customs procedures, HS Codes, and relevant Notifications.
- Proficient in import/export processes covering FTWZ, SEZ, EOU, STPI, and other deemed export categories.
- Strong communication skills—able to read, write, and speak English and Hindi fluently; knowledge of additional regional languages is an advantage.
- Proven ability to troubleshoot operational and regulatory challenges effectively.
- Excellent leadership, people management, and interpersonal skills.
- Capable of working under dynamic operational environments such as Y2K or time-bound regulatory projects.
- Willingness to travel extensively across India as business demands.

Accountability

- Ensure compliance of all customs operations with statutory regulations and internal controls.
- Drive operational excellence and financial performance for the Custom Clearance division.
- Maintain high customer satisfaction through strong communication, service quality, and prompt query resolution.
- Contribute to the company's growth strategy by enhancing efficiency and expanding service capabilities.

General

- Develop subordinates, Appraise Performance of subordinates, initiate disciplinary action wherever necessary, etc.
- To organize and see efficacy of inter-department meetings on Operations, Marketing, Documentation and Accounts / Finance issues.
- To identify areas of cost reduction and carry out all functions in cost effective manner.
- To ensure maintenance of record of Books, Files, Registers, etc. depending upon usage. List of such filing / records shall be prepared in order of convenient identification. To give instructions to all staff to be highly proficient in maintaining them up to date.
- As GM, carry out such jobs and other connected or incidental jobs, which are necessary due to exigencies of companies work and business requirements. Also to carry out such jobs that are within capabilities and / or work in any other post which may be temporarily assigned.