JOB DESCRIPTION - PER EXPORTS - DOCUMENTATION & DECLARATION OFFICERS

Job Title: Documentation & Declaration Officer (PER Exports)	Reports to: PER Exports –Documentation and Declaration Senior Officer
Department: Documentation & Declaration (PER Exports)	Grade: C (Officer)
Head of Department: PER Exports Operations Manager	Position type: Contract
Location: Nairobi	Date: Oct 2026

Job Purpose

The Documentation & Declaration Officer (PER Exports) is responsible for managing and maintaining accurate records and documents related to perishable export shipments. The role involves preparing, reviewing, and organizing shipping documents; entering accurate data into systems; and generating required shipping documents for PER Exports while ensuring compliance with company policies and regulations.

Key Responsivities

- Prepare and maintain shipping documents, ensuring compliance with Customs regulations.
- Review and confirm HS CODES on documents, ensuring correct tariff classification.
- Utilize the KenTrade system to generate various shipment clearance permits.
- Navigate the Integrated Customs Management System (iCMS) to effectively manage KRA customs-related activities.
- Send pre-alerts, shipping documents, and notifications to both shippers and clients of the incoming shipments.
- Verify shipments before entering the warehouse and endorse C17c documents with customs
- Enter and update data in the company's documentation management system accurately and promptly.
- Update and share the daily booking plan with the rest of the documentation and declarations team.
- Prepare and generate both MAWB and HAWB for the day's shipments and any other export-related documents.
- Send weight statements and transmit both FWBs and FHLs from the company's logistics (CargoWise One) system to the Airline's systems.
- Endorsing shipment documents to the security personnel and ensuring all complete/finalized shipping documents have been delivered to the respective airlines promptly.
- Logging IEICS (KEPHIS documents for third-party clients) and carrying out KEPHIS submissions, inspection, and collection of the Phyto-Certs.
- Prepare and send C17c reports to the shippers and maintain accurate C17c payment reports.
- Update the daily shipping reports to shippers as requested and upload the shipping documents into CargoWise One eDocs.
- Prepare and submit accurate C17c payment requisitions to the Finance department in a timely manner.

- Follow up with KRA Customs for timely COE processing for all departed shipments.
- Any other duties assigned by the management and the Directors.

CargoWise One related Roles:

- Perform electronic palettization immediately upon receiving the pallet cards.
- Ensure accurate details of shipment weights and dimensions are well captured in the system.
- Ensure accurate data entry for the FOB values, Stems count, Phyto details, Invoice details, and Movement Certificate details.
- Ensure that CargoWise One's eDocs module is 100% updated with the respective shipment documents at the end of the shift.
- Be on the lookout for any missing details in the system, make necessary corrections, and or raise alarms where possible.

Minimum Knowledge, Qualifications and Experience required for this role

- A Diploma in Clearing & Freight Forwarding from a reputable institution, or
- A KESRA Diploma or Certificate in Freight & Logistics, and a certificate in ICMS.
- Minimum 3-5 years' experience in fresh produce/perishable exports, preferably in a supervisory or team management role.
- Ability and flexibility to manage export documentation risks, shipment disruptions, flight changes, inspection requirements, and customer escalations effectively.
- Excellent analytical, communication, and problem-solving skills, with the ability to prepare operational reports and monitor perishable export KPIs.
- Proficiency in Microsoft Excel and reporting tools for shipment tracking, export reconciliations, and operational performance monitoring.
- Good understanding of KRA clearance procedures, KEPHIS and KENTRADE operations.
- Knowledge of documentation requirements for both Sea freight and Airfreight shipments

Certification/Membership

- KESRA iCMS Training
- IATA Air Cargo Certification
- Certification in Cargo Wise One system (Operator)
- Membership of Kenya International Freight and Warehousing Association (KIFWA)
- BUP Handling Certificate

Role Related Competencies (Behavioural Indicators):

- Good interpersonal skills
- Good customer service management skills
- Reliable and thrives working in a busy environment.
- Excellent organisational and time management abilities
- Strong leadership capabilities, with proven experience managing export documentation teams and driving high performance.
- Well-seasoned in perishable export processes, especially fresh fruits, vegetables, cut flowers, herbs, and other temperature-sensitive shipments.
- Logistics systems savvy, mainly in the operations of iCMS, CW1, KenTrade, KEPHIS, customs clearance, and airline cargo management processes

- Attention to detail and ability to maintain confidentiality.
- Self-motivated with a result driven approach

Key Performance Indicators

- Timely and accurate preparation of all logistics documentation.
- Maintain up-to-date and organised records of all documentation records.
- Ensure 100% Compliance rate with regulations and KRA
- Ensure timely and accurate transmission of FWBs and FHLs.
- Maintain an accurate and updated Cargo Wise One eDocs module.
- Ensure the documentation team is always motivated to enhance performance.
- Maintain a clean record of error-free customs declarations (EX1 & EX3 C17s).

Key Relationships

Relationships	Shippers, Customers, Internal staff, Airlines, KRA Customs & PGAs

Approvals

Reviewed by: Director Supervisor	Signature:
Reviewed by: HR & Administrative Assistant	Signature:
Reviewed by: General Manager	Signature:
Received and Accepted by Jobholder	Name: Signature: Date: