

Terms of Reference

Position Title: Assistant Catering and Duty-Free (ECMS)

Reports to: Head - Inflight Duty Free and Administration and Stores

Overview: The Assistant Catering and Duty-Free plays an important role in ensuring efficient inventory management of duty-free and onboard consumption stocks within the Electronic Customs Management System (ECMS). This position requires cautious attention to detail, adherence to regulatory requirements, and effective coordination with internal stakeholders and customs authorities.

Background: The Electronic Customs Management System (ECMS) was introduced in December 2023 through collaboration among B3, Drukair, and Bhutan Duty Free. Mandated by the Department of Revenue and Customs (DRC), the ECMS serves as a platform for recording transactions related to duty/tax exempted goods for onboard consumption and sales. Certified clearing and forwarding agencies (CFAs) are exclusively authorized to utilize the ECMS for recording such transactions.

Responsibilities:

- **Coordination and Data Acquisition:**
Collaborate with duty-free and stores staff to gather relevant information and data for updating in the ECMS system.
- **Transaction Management:**
Ensure accurate and timely updating of all transactions (issue, transfer, receipt, and sales) in the ECMS system without errors.
- **Customs Coordination:**
Liaise closely with customs authorities to address any system-related issues, seek approvals, and implement updates in the ECMS system.
- **Reconciliation and Reporting:**
Conduct regular reconciliation and tallying of transactions between the ECMS and SAP systems.
Prepare and submit reports and necessary information as and when required for audits or compliance purposes.
- **Compliance and Audit:**
Facilitate customs, tax, and other audits pertaining to the ECMS system, maintaining thorough records for audit purposes.
- **Adherence to Instructions and Ethical Standards:**
Follow instructions provided by seniors in the interest of the company, ensuring adherence to responsibilities and ethical conduct.
Uphold company ethics and code of conduct, maintaining discipline within the premises.
- **Team Collaboration:**
Foster cooperation, team spirit, and coordination with seniors, coworkers, and subordinates to achieve organizational goals effectively.

Note: This Terms of Reference document is subject to periodic review and amendments as necessary to align with evolving organizational requirements and regulatory changes.