

## TIR Operations Specialist

### JOB SUMMARY

Reporting to the Senior Manager, TIR & Transit Development, the incumbent is responsible for handling TIR operational matters and ensuring continuous support for TIR and international road transport, promoting TIR to the business sector in Iraq, upscaling TIR usage and increasing TIR volume in the short/mid-term, growing TIR-friendly environments in Iraq and the region.

**Reports to:** Senior Manager, TIR & Transit Development  
**Travel:** Regular within Iraq, occasional regional travel  
**Location:** Iraq

### RESPONSIBILITIES

- Support the execution of the TIR strategy in Iraq and neighbouring corridor countries, in line with IRU regional objectives.
- Closely monitor TIR operations conducted by Iraqi and international hauliers across Iraqi border crossings, identify operational bottlenecks, propose corrective actions, and regularly brief the line manager on field developments.
- Maintain close operational engagement with Iraqi customs officers and border agencies to streamline TIR procedures and ensure consistent application of TIR rules.
- Identify and promote procedural, regulatory, and IT improvements that enhance TIR efficiency and increase its value for customs, transport operators, and traders in Iraq.
- Drive customer engagement by proactively liaising with transport companies, freight forwarders, and traders to monitor market dynamics, identify constraints affecting TIR usage, and highlight competitive advantages to expand adoption.
- Build, maintain, and strengthen working-level relationships with relevant Iraqi governmental authorities notably customs, ministry of transport, and other key public stakeholders.
- Support national-level TIR capacity building to facilitate TIR admission processes and approval of TIR load compartments ensuring compliance with the TIR Convention requirements.
- Ensure operational readiness of TIR holders by delivering targeted training on the correct use of TIR tools, procedures, and IT systems, ensuring full preparedness ahead of live TIR operations.
- Ensure regular coordination with IRU headquarters in Geneva and relevant regional offices, contributing to aligned implementation of the TIR strategy.
- Facilitate, monitor, and support TIR pilot operations on new routes, resolve operational issues, assess performance indicators, and recommend actions to improve route efficiency and reliability.
- Support the planning and execution of field missions to border crossings, to assess procedural readiness for TIR operations.
- Assist the line manager in exploring new TIR-related business models and complementary transit or logistics solutions relevant to the Iraqi and regional market.
- Carry out additional tasks as assigned by the line manager in support of IRU's mandate and regional objectives.

### QUALIFICATIONS

- Bachelor's degree in Transport & Logistics, Supply Chain Management, International Trade, Economics, Business Administration, or a related field.
- Effective communication skills; Arabic mother tongue, excellent command of English. Kurdish, Persian or Turkish would be an asset
- Minimum 5 years of relevant professional experience in road transport, international transit operations, customs, or trade facilitation.
- Proven experience working with government institutions, especially Customs authorities, ministries of transport/trade, chambers of commerce, international organisations and transport associations
- Experience in capacity building, training delivery, and institutional support programs.
- Strong knowledge of road transport operations, including cross-border logistics, corridor management, and freight processes.
- Solid understanding of Customs procedures, transit regimes, and border clearance processes.
- Familiarity with the TIR Convention, is a strong advantage.

## COMPETENCIES, SKILLS & BEHAVIOURS

Our Mindset: How we work			
Be customer oriented	Challenge the Status Quo	Be bold	Act

### Our values: What guides us

#### Drive for results

- Ensure operational excellence in all activities
- Make things happen by being proactive
- Demonstrate strong writing and presentation skills, including drafting briefing notes and policy recommendations
- Analytical and problem-solving skills, including data analysis, monitoring performance indicators, and drafting analytical reports
- Be accountable and actively contribute to key priorities
- Strong organizational skills with the ability to handle multiple tasks and field-based activities simultaneously
- Proactively drive IRU agenda dealing with day-to-day operations
- Understand the sense of urgency & drive change

#### Respect

- Act with integrity, respecting our policies, compliance and rules & regulations at all times
- Inspire, develop and nurture the people we work for and with
- Protect the environment to ensure a sustainable future for the generations to come
- Demonstrate emotional intelligence: self-awareness, empathy, managing self and other emotions
- Collaborate cross-functionally to ensure participation of relevant departments for IRU success

#### Resilience

- Be creative and curious
- Be flexible and bounce back in challenging times
- Adopt a solution-oriented mindset
- Able to work under pressure and variable time schedule
- Ready to travel extensively within Iraq, including border areas

#### Industry knowledge

- Understand the industry and customer needs
- Foster established professional network within transport, logistics, and/or Customs sectors in Iraq
- Able to build, coordinate, engage and maintain partnerships with key stakeholders, across public and private sectors including international organisations
- Able to build relationships, influence and inspire both internal and external stakeholders
- Be committed to IRU's sense of purpose and meaning