25/09/2026

Mission Outline for TIR Operations Specialist

MISSION SUMMARY

This position is employed by Shull Employment Solutions, Ltd. (the Employer) and deployed on the ground in Iraq to support Türkiye and GCC connectivity.

Under Shull's deployment mandate and in accordance with the IRU-Shull Master Service Agreement, the role holder will coordinate daily operational activities between transport operators, customs authorities and border agencies; monitor TIR consignments and border-crossing performance in real time, identifying bottlenecks and escalating them through the defined line-management channel; accelerate the processing of TIR admission requests and the approval of TIR load compartments; and maintain on-the-ground liaison to strengthen cross-border and regional cooperation with countries, namely Türkiye, Kuwait, Saudi Arabia, United Arab Emirates, Syria, Oman, Qatar, and Jordan. On behalf of the Employer, the role holder also supports IRU's Geneva headquarters by gathering market insights and assisting with customs-process implementation and planning execution, and manages hotline cases raised on the ground, ensuring they are logged, triaged and resolved to keep day-to-day operations in Iraq running smoothly.

Employer: Shull Employment Solutions, Ltd. Employer of Record (EOR)
Travel: Regular within Iraq only
Location: Iraq

OPERATIONAL MISSION

- Support the execution of the TIR strategy in Iraq and the countries of the corridors connecting Türkiye, Iraq, Saudi Arabia, the UAE, Qatar, Kuwait, Oman, Jordan and Syria in line with IRU regional objectives.
- Closely monitor TIR operations conducted by Iraqi and international hauliers, along the above mentioned corridors, across Iraqi border crossings, identify operational bottlenecks, propose corrective actions, and regularly brief the IRU point of contact 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.
- Ensure regular coordination with IRU point of contact
- Facilitate, monitor, and support TIR operations, 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 along the Development Road, to assess procedural readiness for TIR operations.
- Carry out any additional tasks assigned by the Employer in accordance with the objectives communicated by IRU under the Service Agreement