

## JOB DESCRIPTION

<b>Employee Name:</b>
<b>Position Title:</b> Customer Service Team Lead
<b>Reports To:</b> Branch Manager

<b>Position Purpose</b>
This position is responsible for ensuring the company provides an excellent service to the clients
<b>Key Working relationships</b>
This position has interaction with: <ul style="list-style-type: none"> <li>• Customers (local and overseas – both 3<sup>rd</sup> party and internal)</li> <li>• Price desk</li> <li>• Suppliers</li> <li>• Finance</li> </ul>

<b>Key Accountabilities</b>	
<b>Key result area</b>	<b>Major activities</b>
<b>a. Customer Service and Business Development</b>	<ol style="list-style-type: none"> <li>1. Providing high quality service to retain customers of both nominated and local sold. Regular contacts and visit to customers to get feedback on service satisfaction</li> <li>2. Review of previous day activities and updating customers, and overseas colleagues on status of shipments.</li> <li>3. Maintain &amp; develop relationships with customers and help in enhancing business growth and conduct monthly review meetings with all top 10 customers</li> </ol>
<b>b. Operations</b>	<ol style="list-style-type: none"> <li>1. Responsible for managing entire shipment operation process from A to Z, efficiently and within company guidelines.</li> <li>2. Obtaining, checking and preparing documentation to meet customs and insurance requirements, packing specifications, and compliance with other countries' regulations and fiscal regimes</li> <li>3. Investigating and planning the most appropriate route for a shipment, taking account nature of the goods, cost, transit time and security</li> <li>4. Ensure operational SOPs are adhered to.</li> <li>5. Releasing HAWB / Bill of Lading, T1s or any other document as per the established company procedures and credit policy.</li> <li>6. Monitoring day-to-day job booking and CM1 to keep a track of monthly growth and achievements</li> </ol>

<b>c. Data Quality Management</b>	<ol style="list-style-type: none"> <li>1. Ensuring accurate and timely entries into CW1 for all shipments.</li> <li>2. Ensure all Mandatory Fields and Consol data are updated correctly and any exceptions/errors and corrected in time</li> <li>3. Complete invoicing to local customers and overseas offices as per the agreed rate. Accrue the cost nearest to accuracy and show the job profit in the job month.</li> <li>4. Checking the Revenue Invoice, suppliers &amp; outsourced agencies cost Invoice for accuracy before approval and posting.</li> <li>5. Generating various reports from CW1 on a daily basis to monitor the Revenue, Cost, CM1, Margin % and data accuracy to check if any abnormal profit or volumes are registered.</li> <li>6. Ensure all milestones are properly completed</li> <li>7. Ensure all documents relating to a shipment are E-doc'd</li> </ol>
<b>d. Operational Finance KPI Management</b>	<ol style="list-style-type: none"> <li>1. Ensure timely and accurate billing of Revenue to minimize WIPs and run-offs</li> <li>2. Ensure timely approval and submission of vendor cost invoices to Finance to minimize accruals.</li> <li>3. Ensure jobs are completed and closed on time and any abnormal profit/loss explained and approval obtained to close the job</li> <li>4. Ensure that disputed IC invoices are registered in Web Query and that all Web Query disputes are resolved on time as per the IC rules.</li> <li>5. Timely approval of Intercompany cost invoices</li> </ol>
<b>e. Vendor Management</b>	<ol style="list-style-type: none"> <li>1. Responsible for local carrier management and other operational suppliers, in order to assure best rates, free time and payment terms</li> <li>2. Negotiating rates and monitoring the performance of third party service providers like CFS, Transporters, outsourced CHA and sub agents</li> <li>3. Identify and create business relationship with all stake holders at Airport(s), seaport(s) and with Government bodies hereunder but not limited to TRA, TPA, TFDA, Atomic Agency, TBS and similar</li> </ol>
<b>f. Others</b>	<ol style="list-style-type: none"> <li>1. Be a team player and contribute to the overall performance of the</li> </ol>

	organization
	2. Any other duties assigned by direct manager from time to time

## **QUALIFICATIONS, EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES**

### **Qualifications**

Minimum of a Diploma in Logistics, Supply Chain, Procurement and a Professional industry certification.

### **Experience**

Minimum working experience of 5 years in the field of Freight Forwarding

### **Knowledge and Skills**

- 1) Must have strong knowledge and experience in Air and sea Freight from reputed Freight Forwarding Company.
- 2) Experienced in handling Imports and Customs with customs procedure and clearance back ground
- 1) excellent interpersonal and team work skills
- 2) analytical and problem solvingskills
- 3) effective verbal , written and listeningcommunications skills
- 4) attention to detail and high level of accuracy

### **Personal attributes**

- 1) be honest and trustworthy
- 2) possess cultural awareness and sensitivity
- 3) demonstrate sound work ethics
- 4) Self-driven and assertive

### **Mode of Application**

All applications should be sent to [careers3@kprecruiters.co.tz](mailto:careers3@kprecruiters.co.tz) before 25<sup>th</sup> January 2018.

NB: Please do not attach any supporting documents, we need only a CV.