

CUSTOMER SERVICE OFFICER

Overall Objective

Responsible for import/export shipments for accounts assigned to customer service officer. Quality, Profit and loss responsible for all shipments handled.

SCOPE

Scope includes documents receipt and quality check of documents, updating of daily shipments reports to origins/destinations, data entry in Cargowise, timely circulation of file and information to declaration and fields operations teams, booking of transport to service providers, invoicing and costing of all files and follow up with transporters for current status of the shipments.

KEY RESPONSIBILITIES

- In charge of local controlled import shipments through Dar es Salaam port/Airport and Tanzanian border posts hereunder
- Lead (Local Shipment update) during morning meeting with declaration and Field Operations Team
- Check daily in Cargowise for new shipments arriving in Tanzania
- Confirm receipt of documents when pre-alert is received
- Check documents and inform customer of missing/incorrect documents
- Check with carrier on arrival date
- Forward arrival notice to consignee
- Add shipment to "Daily Shipment Report
- Co-ordinate with field staff on documentation need for TBS, TFDA, Atomic Agency, Government Chemist etc.
- Co-ordinate with in-house declaration team for customs clearance prior to arrival of vessel
- Monitor actual arrival of new shipments (ATA) and enter ATA into Cargowise
- Co-ordinate pick up of shipping line invoice and DO with field operations team
- Co-ordinate pick up of port charges / ICD invoice with field operations team
- Arrange for payment of port/ICD charges with Finance department
- Book transport to selected transporter
- Confirm loading date with transporter and inform consignee of delivery date and time 1 day prior to delivery
- Update Cargowise with relevant time stamps hereunder gate out full date, POD and gate in empty within the relevant deadlines
- In case of demurrage/detention and Customs Warehouse Rent inform consignee prior to start of demurrage/detention or Customs Warehouse Rent
- Invoice shipment to customer in Cargowise and estimate costs

- Print & send invoice to customer
- 1 Copy of invoice to be put in file and copy uploaded in Cargowise
- Upload POD in Cargowise
- Check Cargowise billing module for Profit/Loss and if profit is correct then print profit/loss report and put in file
- Handover file to back office staff for archiving

KEY PERFORMANCE INDICATORS

- Conducting daily morning meeting for local shipments
- Submitting daily status reports to customers
- Send arrival notice to consignee on shipments
- Entering time stamps within deadlines
- Invoicing of demurrage/detention and CWR charges - gate out date
- Copies of all 3rd party documents and invoices on file
- POD in file and uploaded in Cargowise
- Profit/Loss report on file
- Having completed invoicing and costing of all files before end of month

SKILL SETS & QUALIFICATIONS

- Customer service minded attitude
- Ability to multitask and co-ordinate with other departments
- 3-5 years experience with customer service in an import department
- Knowledge of customs clearance and shipping line procedures
- High School Diploma in related field

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