

JOB DESCRIPTION

Position	Customer Service Executive
Department	Operations
Reports to	Operations Manager

Overall Objective	Handle Air & Sea Export shipments and all transit cargo. Profit and loss responsible for transit shipments. Deputise the operations Manager.
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SCOPE

Scope includes documents receipt and quality check of documents, updating of daily shipments reports to origins/destinations, data entry in the Company's operating system, 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 & KEY PERFORMANCE INDICATORS

KEY RESPONSIBILITIES:

- In charge of Transit shipments via Dar es Salaam port including the following task's:
- Lead transit update during morning meeting with declaration and Field Operations Team.
- Check daily in Company's Operating System for new shipments arriving in Dar es Salaam.
- Confirm receipt of documents when pre-alert is received.
- Invoice shipment to customer in Cargo wise and estimate costs.
- Check received documentation and alert origin or destination if any documents are missing.
- Add shipment to General Daily shipment report - Transit
- Monitor actual arrival of new shipments (ATA) and enter ATA into Cargo wise.
- Co-ordinate with in-house declaration team for customs clearance.
- Co-ordinate pick up of shipping line invoice and DO with field operations team.
- Co-ordinate pick up of port charges invoice with field operations team.
- Book transport to selected transporter for the destination in question.
- Handover file to declaration team for issuance of clearance, T1 document and Movement sheet.
- Confirm loading date with transporter.
- Send T1 and movement sheet to border clearing agent and destination office/agent.
- Update Cargo wise with gate out date (on the day of gating out container).
- In case of storage inform origin/destination about storage.

- Invoice storage and send invoice to origin/destination depending on who is responsible for delay
- Check Cargo wise billing module for Profit/Loss and if profit is correct then print profit/loss report and put in file.
- Archive file after completion (return Interchange).
- Daily status report to be sent to destinations.
- Handle Air and Sea Export shipments.
- Receive documents; follow up all the documentation with customs clearance department.
- Execute any other duties as may be required by Management from time to time.

SKILL SETS & QUALIFICATIONS

Key capabilities	<ul style="list-style-type: none"> • Leadership qualities • Confident and assertive • Customer service minded • Ability to multitask and co-ordinate / interface with other departments
Expected years of experience	<ul style="list-style-type: none"> • 4-5 years' experience in customer service and mandatory in freight forwarding • Knowledge of customs clearance and shipping line procedures
Educational Qualifications	<ul style="list-style-type: none"> • Diploma certificate in logistics/ Degree in any business related course with experience in logistics/ freight forwarding industry.

Mode of Application

All applications should be sent to careers3@kprecruiters.co.tz