



Job Description

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Job Title	Job Location	Category
Customer Service and Logistics Manager	Dar es Salaam	-
Job Type	Job level	Industry
Full Time	Manager	Oil & Gas
Open to Expatriates		
Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget	Max Budget	Primary Industry
-	-	Oil & Gas: 4 Years
Secondary Industry	Primary Category	Secondary Category
-	-	-
Certificate	Qualification	
-	-	

Summary

Customer Service and Logistics Manager will be responsible to lead the Customer Service and Logistics function to ensure the effective coordination and planning of deliveries, including pump over and loading. Liaise between customers, finance, and operations to streamline processes and deliver exceptional service.

Responsibilities

Customer Liaison & Communication:

- Serve as the key point of contact between customers, finance, and operations.
- Ensure effective communication and resolution of customer inquiries.
- Build and maintain strong relationships with customers to enhance service delivery.

Order Processing & Invoicing:

- Oversee the efficient execution of all administrative tasks related to order processing.
- Ensure proper and timely customer invoicing, based on the Outturn report from the authorities.

Stock Management:

- Manage customer stock accounts, claims, and related reports to support daily commercial activities.
- Handle customer requests on stock, claims, and ensure timely resolution.
- Ensure accurate mass balance stock reconciliation and oversee the process for consistency.

Product Delivery & Logistics:

- Optimize the logistics activity to ensure efficient product delivery to customers, minimizing waiting times and bottlenecks.
- Perform planning, scheduling, and dispatching of product deliveries (pump over and truck deliveries).
- Contribute to the planning for the improvement of the product receipt and delivery management process (KOJ and SBM).
- Supervise the customs management process, ensuring trade compliance and proper customs record-keeping.

Reconciliation & Stock Confirmation:

- Oversee the confirmation of stock for products delivered and received from the authority.
- Supervise daily stock reconciliation between physical stock levels and ERP system balances (mass balance dashboard).
- Follow up on stock reconciliation between operations and finance teams to ensure consistency and accuracy.

Claims Management:

- Supervise and manage the customer claims process.
- Conduct root cause analysis for claims and ensure timely resolution.

Contract & Compliance Management:

- Ensure that all customers have valid storage contracts for seamless operations.
- Ensure compliance with Health, Safety, Security, Environment, and Quality standards (HSSEQ).
- Supervise adherence to all trade compliance regulations and mandatory procedures.

Training & Knowledge Sharing:

- Organize and coordinate training programs for the logistics team.
- Ensure proper knowledge transfer within the team and across departments to promote efficiency.

Key Performance Indicators (KPI's) & Reporting:

- Define and maintain an adequate service levels agreement (SLA) with key stakeholders.
- Monitor, maintain, and report key performance indicators (KPI's) for customer service and logistics activities. Monitor the level of adherence with the SLA.
- Seek opportunities to optimize and improve service levels.

Additional Responsibilities:

- **Relationship Building:** Foster collaborative workflows across departments, ensuring smooth operations.
- **Customer Onboarding:** Support the customer onboarding process, ensuring the implementation of required activities.
- **Process Improvement:** Contribute to the continuous improvement of logistics and customer service processes, enhancing operational efficiency.
- **Record Keeping:** Maintain accurate records and reports to support daily operations and decision-making.

Education & Qualifications

- A Bachelor's degree in Business Administration / Accounts /Finance/ Marketing
- Knowledge and understanding of current trends and development in information technology

Requirements

- 5 years working experience in Supply Chain, Business Support, Customer Service, Logistics, Transit or similar departments or disciplines in petroleum industry sector.
- Experience in oil & gas downstream sector is preferred.
- Proficiency in Microsoft suite applications (Word, Excel, PowerPoint)

Characteristics

- Organized, disciplined and project-oriented.
- Integrity, rigor, and respect of governance principles
- Autonomy & responsibility
- Managerial, experience in team development and departmental leadership

Reporting To

Deputy Managing Director

Driving Licence

Not Required

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