



Job Description

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Job Title Customer Service Officer (Import)	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	Industry Automotive

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Automotive: 3 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

To ensure quality services is provided to all the clients.

Responsibilities

- To ensure signed quote is received from client /sales team and is filed on the operation file prior commencing the customs clearance.
- To ensure the file is opened on C&F Portal with all necessary documents and send acknowledge of the new business/ new documents receipt to the client in written via email.
- To check if all the required documents for clearance are complete (Bill of lading, Commercial invoice, packing list, permits , TIN, C36, COC ,letter of authority ,exemption are received prior vessel arrival Dar Es Salaam port.
- To check client status whether is COD (Cash of delivery) or has credit facility. if no credit then the client must settle the payments in advance (COD) client before proceeding with customs assessment.
- To check and track vessel details from the shipping line ion vessel ETA Dar and Vessel name and endorse on the file.
- To send the file to declaration desk for the customs assessment.
- To forward the final customs assessment to the Client requesting for tax payments.
- To ensure the wharfage charges is paid by client / account dept same day.
- To follow with operation team for the delivery order from the shipping line.
- To follow with port operation team for customs verification and Customs release.
- To request and follow with port operation team for port charges invoice TICTS/ TPA.
- To push and follow payments of the port charges with finance dept.
- To push and follow port operation team for loading of the cargo and delivery to client promised.
- To follow empty return interchange in with transporter.
- To close file on the portal system and prepare the local charge (Invoicing).
- To ensure the files are updated on C&F Portal on daily basis.
- To ensure all the payments voucher and third-party invoice copies are filled in respective files.
- To send daily reports are sent to all the clients with their shipment position.
- To ensure all receipts for all the payments are filled in the respective files
- To ensure the all the soft copies of the shipping documents (B/L, Invoice, P/list, Customs release) are scanned and are all filed on their respective file folders.
- To ensure all the files are cleared without any extra charges (Port charges, Removal charges, container demurrage charges and Customs Warehouse rent)
- To ensure all the proper documentation and legal procedure are followed which are governed by Tanzania Laws.
- To ensure daily updates of the file progress are updated on real time on the online tracking system of the logistics dept.

- To ensure to send the proforma invoice to cash client requesting advance payments.
- To follow closely with account dept and ensure and follow outstanding payments with clients with credit facility.
- In case of any challenges escalate the matter to your immediate Manager (N+1 or to HOD N+2)
- To comply with company policy.
- To ensure all necessary receipts are filled in job file after delivery of the cargo.
- Any other duties as assigned by the Head of Department (HOD).

Education & Qualifications

- Minimum Secondary Education
- Diploma in Clearing & Forwarding

Requirements

- Minimum 3 years work experience in clearing & forwarding
- Fully conversant with MS Office
- Ability to manage & lead a team
- Ability to communicate effectively.
- Ability to work independently & Pro-actively
- Excellent report writing skills
- Ability to take ownership of the job

Characteristics

- Communication
- Coaching
- Professionalism
- Diligence

Reporting To

Customer Service and Admin Manager

Driving Licence

Not Required

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