

Job Description

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Job Title	Job Location	Category
Operations Officer	Dar es Salaam	Operations
Job Type	Job level	Industry
Full Time	Intermediate	Logistics & Operations
Open to Expatriates Open to Expatriates & Local Nationals		

Minimum Requirements

Min Budget	Max Budget -	Primary Industry Logistics & Operations: 3 Years
Secondary Industry	Primary Category Operations: 3 Years	Secondary Category
Certificate	Qualification	

Summary

The Operations Officer is responsible for monitoring and managing guaranteed containers life cycle to ensure timely and safe return in order to minimize possible demurrage, damage and total loss.

Responsibilities

- Liaise with customers to ensure accountability of all containers under guarantee. This may include liaising with container depots, truckers and shipping lines.
- Monitoring and tracking containers to ensure safe and timely repositioning
- Develop and deploy system to ensure customers effectively communicate removal, repositioning, damage, loss or occurrence of any incidence that could affect fulfilment of their container obligations.
- Provide up to date status report of all containers under guarantee.
- Support Commercial team by providing information from the logistics space
- · Assess challenges hindering customers from complying with the container obligations and develop possible solutions
- Promptly flag and alert the AR functions of potential default of container guarantee obligations.
- · Assist in recovery of lost containers
- · Investigate cases of default on container obligations by customers
- Collaborate with and support commercial and Account receivables functions.
- Any other duties that may be assigned from time to time.

Education & Qualifications

• Minimum diploma in Freight Logistics management, Shipping management or related field.

Requirements

- At least three years' experience in the operational function of the shipping and or logistics sector.
- Experience in the management of shipping containers will be added advantage
- Experience in shipping of containers and handling relevant shipping documents in an international trade environment
- Information technology and MS-Office proficiency
- Experience in customer management
- Problem solving and Analytical Skills
- Attention to detail and Organisation Skills
- Communication and Interpersonal Skills

Characteristics

Personal Attributes:

- Creativity
- Good Presentation Skills
- Negotiation Skills.
- Self-motivated
- Adaptability
- Goal and deadline driven.
- High Level of integrity.

Driving Licence

Not Required

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