

# **Job Description**

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| Job Title  | <b>Job Location</b> | <b>Category</b>        |
|--|---------------------|------------------------|
| Operations Officer   | Dar es Salaam       | Operations             |
| <b>Job Type</b>  | Job level           | Industry               |
| Full Time  | Intermediate        | Logistics & Operations |
| Open to Expatriates<br>Open to Expatriates & Local Nationals |                     |                        |

### **Minimum Requirements**

| Min Budget         | Max Budget<br>-                         | Primary Industry<br>Logistics & Operations: 3 Years |
|--------------------|---|---|
| Secondary Industry | Primary Category<br>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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