



# Job Description

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

## Minimum Requirements

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

## 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

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### Personal Attributes:

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

### Driving Licence

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Not Required

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