Job Description

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Job Title
Supply Chain Manager

Job Location
Dar es Salaam

Category
-

Job Type
Full Time

Job level
Intermediate

Industry
Chemical Manufacturing

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget
-

Max Budget
-

Primary Industry
Chemical Manufacturing: 5 Years

Secondary Industry
-

Primary Category
-

Secondary Category
-

Certificate
-

Qualification
-

Summary

Provide strategic leadership and oversight of the end-to-end Supply Chain function, including Procurement, Planning, Customer Service, Inventory Management, Warehousing, Logistics, Transportation, and Supplier Management. The position is accountable for ensuring supply continuity, operational excellence, cost optimization, working capital improvement, risk management, supplier governance, regulatory compliance, and sustainable business growth while supporting the company's strategic objectives

Responsibilities

1. Supply Chain Strategy & Business Leadership
• Strategic Leadership & Alignment: Formulate and execute an integrated Supply Chain strategy aligned with corporate objectives, business growth priorities, and long-term value creation.
• End-to-End Supply Chain Excellence: Drive operational efficiency and continuous improvement across procurement, demand and supply planning, warehousing, customer service, and logistics to optimize service delivery, cost, and operational performance.
• Digital Transformation & Process Optimization: Lead supply chain digitalization, systems integration, process standardization, and transformation initiatives to strengthen visibility, governance, productivity, and data-driven decision-making.
• Business Growth & Market Expansion: Enable business expansion, new product introductions, and market development through scalable supply chain capabilities, strategic sourcing, demand responsiveness, and effective resource planning.
• Leadership & Strategic Decision Making: Contribute as a key member of the senior leadership team, providing strategic insights, commercial perspectives, and cross-functional leadership to drive business performance and sustainable growth.
• Financial Performance & Value Optimization: Strengthen cost management, working capital efficiency, inventory optimization, and supplier value creation while balancing business continuity, quality, risk management, and customer satisfaction.
• Risk, Governance & Compliance: Establish supply chain governance frameworks, strengthen supplier relationships, mitigate operational and sourcing risks, and ensure compliance with applicable regulations, internal policies, and ethical standard

2. Procurement & Supplier Management
Key Responsibilities
• Develop and implement procurement strategies that ensure uninterrupted supply, cost competitiveness, quality, and sustainability.
• Manage sourcing and purchasing activities for direct and indirect materials, services, logistics, and capital expenditures.
• Lead supplier selection, qualification, negotiation, contract management, and supplier performance evaluation.
• Develop strategic supplier partnerships to improve service, quality, innovation, and cost efficiency.
• Ensure compliance with procurement policies, company governance requirements, ethical sourcing standards, and applicable regulations.
• Establish and maintain a supplier qualification, evaluation, and audit program.
• Conduct periodic supplier audits covering Quality, EHS, sustainability, financial stability, business continuity, and compliance requirements.
• Monitor supplier compliance with contracts, Supplier Code of Conduct, legal and regulatory requirements, and company standards.
• Lead supplier corrective and preventive action initiatives arising from audits, quality incidents, delivery failures, and compliance gaps.
• Conduct supplier risk assessments and develop mitigation plans for critical suppliers.
• Collaborate with Supply Chain, Production, Quality, Finance, and EHS teams to ensure supplier performance supports business objectives.
• Drive continuous improvement, localization, and cost-saving initiatives throughout the supplier base.

3. Warehousing, Logistics, Transportation, Export & Import Management Key Responsibilities
• Manage warehousing, transportation, and distribution operations to ensure safe, efficient, and cost-effective movement of raw materials and finished goods.
• Ensure optimal inventory control, storage, dispatch, and delivery performance.
• Optimize transport routes, fleet utilization, freight costs, and warehouse productivity.
• Manage logistics service providers, carriers, freight forwarders, shipping lines, and customs clearing agents.
• Ensure compliance with transportation regulations, dangerous goods requirements, customs regulations, and company EHS standards.
• Lead all import and export activities, ensuring timely customs clearance and compliance with local and international trade regulations.
• Manage import permits, export documentation, certificates of origin, duty exemptions, shipping documents, and regulatory approvals.
• Coordinate with government authorities, customs agencies, freight forwarders, and clearing agents to ensure efficient movement of goods across borders.
• Monitor changes in import/export legislation, tariffs, duties, and trade compliance requirements and mitigate associated risks.
• Optimize inbound and outbound logistics costs through effective freight negotiation and transportation planning.
• Ensure accurate trade documentation and maintenance of records for audits and regulatory compliance.
• Drive continuous improvement in logistics efficiency, delivery reliability, and customer service.

4. Customer Service Management
Key Responsibilities
• Lead and manage the Customer Service function to ensure excellent customer experience throughout the order-to delivery process.
• Develop and maintain strong relationships with customers, acting as a key escalation point for service-related matters.
• Ensure timely and accurate processing of customer orders, inquiries, quotations, and delivery requests.
• Monitor customer service performance and implement improvement initiatives to enhance customer satisfaction.
• Manage customer complaints and service failures, ensuring prompt investigation, communication, resolution, and implementation of corrective actions.
• Collaborate with Sales, Production, Quality, Warehouse, Logistics, and Procurement teams to ensure seamless order fulfilment and customer support.
• Establish customer service standards, procedures, and service-level agreements (SLAs).
• Analyse customer feedback, complaints, and satisfaction trends to identify improvement opportunities.
• Oversee after-sales service processes and ensure effective handling of product concerns, returns, delivery issues, and

warranty-related matters.
• Ensure customer claims are investigated, tracked, and closed within agreed timelines.
• Drive customer retention through proactive communication and service excellence.
• Support key account management activities through regular customer engagement and performance reviews.
• Lead continuous improvement initiatives aimed at enhancing customer experience and operational efficiency.

5. Financial & Performance Management.
Key Responsibilities
• Own Supply Chain budget, cost management, and working capital performance.
• Drive inventory optimization and cash flow improvements.
• Deliver annual productivity, savings, and operational efficiency targets.
• Establish and review strategic performance indicators for all Supply Chain functions.

6. EHS, Sustainability & Corporate Governance
Key Responsibilities
• Champion a zero-harm safety culture across Supply Chain operations.
• Ensure compliance with environmental, health, safety, and regulatory requirements.
• Drive sustainability initiatives within procurement, logistics, packaging, transportation, and supplier networks.
• Promote ethical business practices, supplier responsibility, and ESG compliance.

7. Leadership & Organization Development
Key Responsibilities
• Lead, develop, and inspire a high performing Supply Chain organization.
• Build talent pipelines, succession plans, and leadership capabilities.
• Foster a culture of accountability, innovation, collaboration, and continuous improvement.
• Act as mentor and coach within Supply Chain.

Education & Qualifications

❖ A bachelor's degree in supply chain management, Procurement and Logistics, Business Administration, Operations Management, or a related field.
❖ A master's degree in supply chain management, Logistics, Business Administration (MBA), or a related field is an added advantage.
❖ Professional certification in procurement and supply chain management, such as CIPS, CILT, CSCP (ASCM), or equivalent, is highly desirable.
❖ Training in strategic sourcing, contract management, risk management, EHS, and supply chain digitalization is an added advantage.

Requirements

Professional Experience
❖ Minimum of 5–10 years of progressive experience in supply chain management, procurement, logistics, warehousing, and distribution, including at least 3–5 years in a managerial or senior leadership role.
❖ Proven track record in developing and implementing supply chain strategies aligned with business objectives, growth plans, and operational requirements.
❖ Demonstrated experience in strategic sourcing, supplier negotiations, contract management, supplier performance monitoring, and cost optimization.
❖ Strong expertise in demand and supply planning, inventory management, business continuity planning, and supply chain risk mitigation.
❖ Extensive experience managing transportation, warehousing, distribution networks, third-party logistics providers, and customer service operations.
❖ Demonstrated ability to improve financial performance through cost control, working capital optimization, inventory efficiency, and continuous improvement initiatives.
❖ Experience implementing ERP systems such as SAP, supply chain digitalization, performance dashboards, and KPI driven management processes.
❖ Proven leadership experience in managing cross-functional teams, developing talent, driving performance, and fostering a culture of accountability and continuous improvement.
❖ Sound understanding of supplier governance, regulatory compliance, EHS requirements, quality standards,

sustainability, and corporate policies.

Preferred Industry Experience
❖ Experience in manufacturing, industrial operations, construction materials, chemicals, or a related technical industry is highly desirable, particularly in environments requiring complex procurement, raw material planning, inventory control, and reliable product distribution.

Characteristics

Supply Chain Leadership & Core Competencies
❖ Supply Chain Strategy & Business Leadership: Develop and execute an integrated end-to-end Supply Chain strategy aligned with business objectives, growth plans, operational excellence, customer satisfaction, and long-term competitiveness.
❖ Demand Planning, Supply Continuity & Risk Management: Drive demand and supply planning, inventory optimization, business continuity, and proactive risk mitigation to ensure uninterrupted supply, operational resilience, and efficient resource utilization.
❖ Strategic Procurement, Negotiation & Supplier Governance: Lead strategic sourcing, supplier relationship management, contract negotiations, supplier performance evaluations, audits, and risk assessments to secure competitive commercial terms, quality, reliability, and sustainable supply.
❖ Logistics, Warehousing & Distribution Excellence: Oversee transportation, warehousing, and distribution operations, optimizing logistics networks, service levels, cost efficiency, operational safety, and compliance with EHS requirements and regulatory standards.
❖ Financial Performance, Compliance & Continuous Improvement: Drive cost optimization, working capital efficiency, process improvement, sustainability, and strong governance while leveraging data analytics and problem-solving to enhance operational performance and support informed decision-making.
❖ Strategic Leadership, Stakeholder Engagement & Talent Development: Build and lead high-performing Supply Chain teams through performance management, talent development, and succession planning while fostering cross functional collaboration, effective communication, accountability, and a culture of continuous improvement.

Special Requirements and Working Conditions
❖ Professional Commitment and Punctuality: Demonstrate consistent punctuality, reliability, and professional commitment in fulfilling assigned responsibilities.
❖ Working Hours Flexibility: Be willing to work additional hours when required to meet critical operational demands, business deadlines, and supply chain priorities, in accordance with applicable labour laws and company policies.
❖ International Travel: Be available for occasional domestic and international travel to support supplier engagements, business operations, strategic meetings, audits, and professional development, as required.
❖ Adaptability and Flexibility: Demonstrate the ability to adapt to changing business priorities, operational challenges, and evolving market conditions.
❖ High Performance and Accountability: Demonstrate a high level of dedication, initiative, integrity, and ownership in achieving supply chain objectives and delivering measurable business results.
❖ Cross-Functional Collaboration: Maintain effective working relationships with internal stakeholders, suppliers, service providers, and other business partners to ensure seamless end-to-end supply chain operations.

Reporting To

General Manger

Driving Licence

Not Required

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