



JOB TITLE: Service Centre Supervisor

Location: Arusha Station

Roles And Responsibilities

- Supervise day to day running of the physical shipment handling.
- Maintain properly allocated manning resources in accordance with shipment volumes.
- Manage the security of the facility and operating systems specific to your surroundings.
- Build a strong client relationship to ensure that the company performs and grows to its maximum potential in your area.
- Provide the prompt shipment lodgement & recovery in accordance with the customer's specific requirement.
- Maintain a clean and fair working environment for all visiting customers in gateway.
- Ensure transit time standards and identify non-compliance against gateway operation TSP.

- Provide the timely lodgement and recovery of shipments.
- To escalate to line supervisor/manager any service failures.
- To be more focused and follow-up on customs clearance process that creates value to our services delivery.
- Execute work processes that affect the success of own role and contribute to the overall performance of the department.
- Handling of the storage and inventory control of your operations areas and liaise with customs & operations team to despatch sufficient stock of those shipments.
- Timely report issues to be raised to the higher level to get the appropriate support.
- Comply with all company policies and procedures, including those in relation to health, safety, environment, and community in general.
- Ensure timely and effective communication with customers through regular visits and conducting monthly performance reviews with them.
- Maintain daily/weekly contact with peers in Operations, Commercial / Direct Sales, Customer Service Management, IT and eCom; as well as with their peers in other stations and strategies to develop more business.
- Provide expert advice, training, and technical assistance to lower-level service, operations, and support personnel.
- Assist to direct the work of others and contribute to employees' professional development.

- On an ongoing basis, seek out and implement opportunities for continuous improvement within the operation domain.

Qualifications and Requirements:

- Bachelor's Degree or equivalent experience/qualification
- Fluent English, written and oral.
- Excellent communication and organizational skills
- Computer skills
- Team Player and People management skills
- Customs regulations knowledge
- Supply chain management & logistics experience
- At least 2 years of customs clearance experience
- At least 2 years of logistics experience

APPLY HERE