



JOB TITLE: SVC Operations, Assistant Supervisor

Location: Dar es Salaam, Tanzania, United Republic of EX2400B7F,

P. O. Box 3405,

Full-time

DHL (Tanzania) Ltd.

Travel Required: No travel required

Permanent

Responsibilities

- Perform detailed debriefs of all couriers in line with GSOP standards. Also, ensure perfect shipment and miss-code check are done for all outbound shipments before they are processed out Check and ensure timely return of checkpoints and standard remarks to the network.
- Ensure coach rides are done for couriers in line with GSOP standards.
- To ensure that all shipment data is captured as per FSDC standards to facilitate accurate billing, efficient and accurate data quality is achieved according to Network standards, and processing of shipment delivery details for pipeline visibility.
- Maintain a day-to-day contact with customer services section in resolving delivery and operations service problems within the SVC.

- Ensure all checkpoint codes are captured and transmitted on the network within the time frame.
- Support the effective implementation and deployment of Regional and Country projects, programmes, and initiatives within the SVC.
- Follow up pickup, delivery and checkpoint return from agent service providers.
- Check and ensure accurate and timely returns of checkpoints & standard remark to the network using AQCC and follow up any failures with the responsible stations
- Ensure daily operational targets are met and take actions to reverse identified areas of underperformance.
- Perform detailed analysis of operational performance in conjunction with zonal/regional team with focus on identifying & correcting underperformance.
- Perform and use AQCC and De-brief tool on daily basis to close out outstanding process quality issues before close of business.
- Ensure all processes & procedures are adhered to.
- Collate daily, weekly, and monthly pick- up & delivery reports.
- Check and ensure accurate and timely returns of checkpoints & standard remark to the network.
- Perform and ensure all outbound shipments are reweighed and processed out on time. Also make sure all relevant documents for transportation of materials are completed.
- Ensure compliance to Regional and Country processes, policies and procedures, and any local external regulatory requirements, that relate to the operational services provided.
- Ensure compliance with DHL security policies and procedures, standards for first aid and Health and Safety and environmental guidelines.
- Ensure that terminal charges and cash from pick-ups are collected and remitted on daily basis to prevent loss of revenue, perform daily CAA for the control of all cash shipments
- Ensure that the team is provided with clear direction and performance standards at the start of each Run and in other for staff to be motivated to meet set targets.
- Execute and document Courier coach ride in line with GSOP standards.
- Daily vehicle checklist (Asset pool including facility) that is vehicle cleanliness, vehicle service confirmation of mileage, check/confirm vehicle parking fee payments are active, speed governor certificates, check on worn out tires.
- Assisting to dispatch supplies requisitions, update daily scans on DP, OH shipments, contact clients on inbound bad address shipments for delivery to be done same day.

- Vehicle fuelling, ensure all vehicles are fuelled or topped up if fuel is not sufficient for the day, Sharing monthly fleet cost.
- Filling of daily checklist forms, identify vehicle defects reported and plan ahead for repairs and services.
- Raising of LPOs on Basware for approvals and payments.
- Balancing of petty cash and reimbursement for parking fees, renewal of Driving license, minor repairs, and towing of vehicles.
- Monthly reports –sharing monthly reports are fuel reports, petty cash tracker reports, and monthly fleet reports.
- Make sure all vehicles are back to the office and if they are getting late, I ensure I know their exact locations.
 - LRT data capture.
 - Debrief couriers and share reports.
 - Ensure no DG shipment penetrates the network.
 - Any other assignment by the Ops Supervisor / Ops Manager.

Requirements:

- 2 years of relevant experience in the operations area
- Good knowledge of global air express and/or the freight forwarding business
- First Degree in Business Studies or its equivalent.
- Planning and Organising
- Decision Making/Judgement
- Problem solving
- Building and leading teams
- Driving skills
- Holding People Accountable
- Teamwork
- Developing People

APPLY HERE