



VACANCY

POSITION – BOOKINGS & CUSTOMER RELATIONS OFFICER

LOCATION – NAIROBI

REPORTING TO	BOOKINGS & CUSTOMER RELATIONS MANAGER
---------------------	--

Company Profile

Tradewinds Logistics Limited is a Clearing and forwarding company specializing in transit and local cargo clearing, forwarding and transportation from source to destination. Whether you choose airfreight or ocean freight, our custom-tailored logistics solutions will give your business the edge it needs in the increasingly competitive global market. When choosing a logistics company, go with one whose expertise and knowledge has surpassed in the field. Go with Tradewinds Logistics Limited! We have come a long way in establishing ourselves as a highly professional freight forwarding and clearing institution with specialization in the most challenging requirements in the industry.

Job objective

The Booking & Customer Relations Officer (PER Exports) is responsible for managing customer interactions, processing bookings, and providing comprehensive support to ensure customer satisfaction and retention. The role involves coordinating with the various departments to ensure smooth logistics operations, addressing customer inquiries and issues, and maintaining accurate records for bookings and related transactions.

Your tasks and responsibilities

- Make periodic online carrier bookings in line with customers' short- and long-term requirements.
- Prepare and share weekly Booking sheet with all AWBs indicated to all customers with this requirement 2-3 days before shipping date.
- Processing, coordination, and confirmation of daily/weekly bookings put across by customers.
- Communicate with carriers, secure booked space and ensure timely communication of any changes with the customer and all other parties involved.
- Preparation and distribution of the daily final booking sheet, with all the changes highlighted to the operations team. Daily coordination with the operations teams on the ground on any changes with the day's plan.
- Coordinate with the documentation teams to ensure right documents are processed for the different shipments and pre-alerts are sent on time.
- Ensure requested rates by customers are prepared and sent for approval by department head.
- Manage shipment movement from origin to destination, giving regular updates on any changes to ensure customers' satisfaction.

- Carry out waybill stock management and reconciliation.
- Coordinate with other teams to ensure all customer operational needs are met when needed.
- Inform airlines on any claims received from shippers in a timely manner and send relevant documents. Follow up claims in line with standard operating procedures.
- Submit all periodic reports as and when required.
- Cargo wise related tasks:
 - Create bookings from the CONSOL module.
 - Import flights from the Global Flight Schedules.
 - Create specified CW1 shipments as AGT (on consol details) and ASM (on shipment type).
 - Create the necessary sub-shipments for each consol shipment and ensure that the Sending and Receiving agents are correctly updated.
 - Manually update ATAs (Actual Time Arrivals) for flight systems not synchronized with Cw1.
 - Timely invoicing/ auto-rating for all shipments on Cargo wise.

Your profile

- Diploma in a Business-related field or equivalent
- CW1 Certificate -Certified Cargo wise Operator
- Certificate in customer service, IATA air cargo or similar qualification
- Minimum of 2 years working experience with good understanding of airline systems

We offer

Tradewinds has great ambitions. Innovation, technology, and quality are high priorities. This results in a challenging working environment in which you can develop yourself. Tradewinds offers plenty of room for personal growth and development. We have an informal and easily accessible working environment in which cooperation is very important.

The position comes with a competitive salary as well as other benefits

Your application

Please visit our website to apply for this job.

Click here to apply: [job application \(tradewinds-logistics.com\)](https://tradewinds-logistics.com)

Deadline for Applications –20th September 2024.