



## VACANCY

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**POSITION – BUSINESS DEVELOPMENT AND CUSTOMER RELATIONS MANAGER – GENERAL CARGO**

**LOCATION – NAIROBI**

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<b>REPORTING TO</b>	<b>BOOKINGS &amp; CUSTOMER RELATIONS MANAGER</b>
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### 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 primary purpose of this role is to drive revenue growth by identifying and securing new business opportunities, as well as expanding existing client relationships. The role involves understanding the market trends, developing strategic plans, and fostering partnerships that enhance the organization's market presence and competitive edge.

### Your tasks and responsibilities

- Conduct thorough market research to identify potential business opportunities and assess market trends and seasons, competitors, and customer needs.
- Develop and maintain strong relationships with existing and prospective clients to understand their logistics needs and provide customized solutions.
- Create and implement effective sales strategies and plans to achieve the targets and expand the organization's market share.
- Gather and analyse customer feedback to improve service offering and address any issues promptly.
- Identify new sectors that are not yet ventured by the existing customers to diversify the company's portfolio and revenue streams.
- Adhere to the Company's Know Your Customer (KYC) Standard Operating Procedures, during the account opening and credit approval process.
- Track and report on sales performance metrics, providing regular updates and insights to senior management.
- Work closely with internal teams, including operations, finance, and customer service to ensure seamless service delivery and client satisfaction.

- Maintain active knowledge of industry-related changes/initiatives and share the Knowledge with the team as well as clients.
- Make sales calls and prepare sales reports after each visit

#### **Your profile**

- Bachelor's degree in business administration, Marketing, Logistics, or a related field
- At least 5 years of relevant working experience in a similar environment
- Proven experience in business development, sales, or a similar role
- Good understanding of logistics and supply chain management principles
- Demonstrate ability to analyse market trends and develop strategic business plans.
- Proficiency in Microsoft Office suite
- IATA Air Cargo Certification
- Certification in Cargo wise system an added advantage
- Strong interpersonal skills
- Excellent communication and negotiation skills
- Excellent organizational and time management abilities
- Good customer service management skills
- Ability to work as part of a team in a fast-paced and pressured environment.

#### **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 –20<sup>th</sup> September 2024.**