



## VACANCY

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**POSITION – GENERAL CARGO MANAGER (IMPORTS & EXPORTS)**

**LOCATION – NAIROBI**

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<b>REPORTING TO</b>	<b>GENERAL 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 GENCO Manager (Imports & Exports) is responsible for overseeing and managing the daily operations in the customs clearance, handling, warehousing, and transportation of general cargo. The role ensures that all logistics activities, customs clearance, transportation, warehousing, and deliveries are conducted efficiently, cost-effectively, and in compliance with the organisation's policies and industry regulations.

The position is also responsible for driving revenue growth by identifying and securing new business opportunities, as well as expanding existing client relationships while ensuring the department's pricing model is aligned with the company's SOP.

The position plays a key role in optimizing operational processes, business development, managing the team, and coordinating with various stakeholders while ensuring customer satisfaction and business growth.

### Your tasks and responsibilities

- Ensure efficient and accurate processing of cargo to meet delivery schedules and customer requirements.
- Develop and implement operational procedures and best practices to optimize workflow and productivity.
- Establish processes for tracking, goal monitoring, and forecasting regarding inbound and outbound shipments.
- Establish SLA and goals for fulfilment: speed, accuracy, processing time and compliance.
- Proactively communicate operational changes and limitations to leadership.
- Implement systems and automation to find efficiency in operational tasks.
- Identify, secure and develop new business opportunities.
- Customer relations management.

- Advise clients on import, export and other formalities.
- Liaise with service providers via quarterly meetings to understand issues and barriers to meeting performance targets and driving future improvements.
- Establish professional relationships with vendors and suppliers to develop new business opportunities.
- Maintain high levels of customer satisfaction by ensuring timely and accurate delivery of goods.
- Collaborate with the customer service team to understand and meet customer requirements.
- Communicating with key internal departments and external customers regarding shipment details and delivery schedules.
- Lead and supervise a team of professionals, including warehouse and logistic staff.
- Coach and mentor the team on operational management.
- Provide training and development opportunities to enhance team performance.
- Foster a positive and collaborative work environment that promotes teamwork and continuous improvement.
- Ensure sufficient resource planning in collaboration with Assistant Operations Managers.

#### **Your profile**

- Bachelor's degree in supply chain, Finance, Economics, Commerce or equivalent qualification
- Minimum of 10 years working experience in business development, logistics, transport or supply chain management, three of which should be in leading strong operations teams.
- Demonstrate experience in people management, budgets and strategic planning.
- Good knowledge and experience in customs guidelines and processes
- Knowledge of Cargo wise ERP System is an added advantage.
- Knowledge of iCMS, KENTRADE amongst other government agencies systems.
- Knowledge of customs bonds processes.

#### **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.**