



VACANCY

POSITION – PER BOOKINGS & CUSTOMER RELATIONS SENIOR

OFFICER

LOCATION – NAIROBI

REPORTING TO	PER BOOKINGS & CUSTOMER RELATIONS MANAGER
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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 Bookings & Customer Relations Senior 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:

- Regularly make online bookings for carriers based on customer needs, both short-term and long-term.
- Prepare and share weekly booking sheets (with AWBs) 2-3 days before shipping dates.
- Update and distribute final daily booking sheets, highlighting any changes for the operations team.
- Process, confirm, and coordinate daily/weekly bookings from customers.
- Communicate with carriers to secure space and inform all parties of any changes promptly.
- Work closely with operations teams to ensure smooth execution of daily plans.
- Coordinate with documentation teams to prepare accurate shipment documents and pre-alerts.
- Send requested rates to customers, follow up, and convert them into business opportunities.
- Oversee shipment movements from origin to destination and provide regular updates to ensure customer satisfaction.
- Inform airlines of claims, provide relevant documents, and follow up according to standard procedures.
- Manage and reconcile waybill stock to maintain accuracy.
- Collaborate with various teams to meet all customer operational requirements.
- Create bookings using the CONSOL module and import flights from global schedules.
- Manage specific shipments by updating agents and shipment types.
- Manually update flight arrival times for unsynchronized systems.
- Ensure timely invoicing and auto-rating for all shipments.

Your profile:

- Diploma in a business-related field.
- CW1 (Cargo Wise), IATA Air Cargo, and customer service/air cargo qualifications.
- At least 2 years of experience with good understanding of airline systems.
- Proficient in MS Office and computer skills.
- Strong attention to detail and organizational skills.
- Excellent communication and problem-solving abilities.
- Ability to multitask, prioritize, and work under pressure in a team.

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: [Apply Here](#)

Deadline for Applications –20th January 2025.