



Job Advertisement

The Company

E.A.L.S Limited is an incorporated company in Tanzania and operates in Tanzania with its head office in Dar es salaam. The primary objective of the company is to provide Logistics integration services to Tanzania Petroleum subsector including oil & gas projects on an end to end basis.

The Position Position Objective

CONTROL TOWER MANAGER (Fixed Term Contract)

- This position also holds the primary responsibilities for stakeholder management, customer retention and for identifying cross sell/up sells opportunities as well as cost reduction initiatives to our customers
- Maintain business relationship with partners by providing prompt and accurate answer, suggestion to improve quality service.
- To ensure delivery of E.A.L.S value proposition to clients through excellent customer service delivery. The CTM drives service quality deliverable via continuous improvements and other initiatives that support EALS strategy of differentiation vs. competition.

Key Responsibilities

- Manage the provision of transport services by planning and implementing agreed strategies and procedures related to the traffic control tower to ensure improvement in scheduled service and performance whilst managing control tower costs
- Provide reliable and secure transport scheduling service to the projects, contractors and sub-contractors with full end to end visibility of status, progress and reporting
- Ensure service delivery alignment with agreed client SLA's
- Improve service output for existing accounts on an ongoing basis
- Drive understanding of contracts, terms and conditions, SOW, charge structures to ensure EALS deliver on its promises
- Ensure that the team adhere to service standards / SLA covering all SOW agreed with customer
- Responsible for customer retention
- Suggest new processes and develop some tools/reports to improve the control tower performance
- Risk management
- Prepare performance reports on weekly, monthly and quarterly basis to the local management team
- Collect appraisal/feedback from customer's station on EALS service quality (CT + operation). Liaise with local and regional management to define action plan
- Analyze KPI reports, highlight good and low





Job Advertisement

<p>Education</p> <p>Professional Qualification</p> <p>Experience</p>	<p>performance</p> <ul style="list-style-type: none"> ▪ Carry out Monthly/quarterly formal reviews with the customer ▪ Develop a strong understanding of the business to ensure customer retention ▪ Collaboration with internal stakeholders not restricted to Procurement/Operations/Service teams to identify areas of cost savings/process optimization/improvements. <hr/> <ul style="list-style-type: none"> ▪ Bachelor’s degree in Business Administration, Project Management or Logistics <hr/> <p>Knowledge and usage of tracking systems would be a plus</p> <hr/> <ul style="list-style-type: none"> ▪ 3-5 years’ experience in Logistics or similar role ▪ Has worked minimum 2 years at Middle level management ▪ Considerable transport management experience in a service-related role ▪ Experience in implementing change ▪ Experience managing carrier and logistics performance monitoring and reporting ▪ Experience/ well versed with the local regulatory requirements 	
<p>Attributes/Skills</p>	<ul style="list-style-type: none"> ▪ Communication skills (English), spoken and written ▪ Business Acumen ▪ Commercial Awareness ▪ Negotiation Skills ▪ People Skills ▪ Organizational skills ▪ Analytical skills ▪ Self-starter attitude 	
<p>Reporting to</p>	<p>Project Director</p>	
<p>Job Advertise Date</p>	<p>Job Reference No</p>	<p>Closing Date</p>
<p>16/12/2021</p>	<p>EALS004/OPS/2021</p>	<p>14/01/2022</p>
<p>NOTE:</p>	<p style="text-align: right;"><i>Apply to careers.tanzania@eals.co.tz</i></p> <p><i>Please note that should you not be contacted within 2 weeks after closing Job Advertisement – Consider your application unsuccessful</i></p>	

