

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

CUSTOMER SERVICE OFFICER (CSO) (Fixed Term Contract)

To update customers on the shipment clearance status

Key Responsibilities

- Receive import orders/documents from the client (tariffs already validated through a quotation). In case of new business (new or existing client), a new quotation will be issued in accordance with company rules
- Check documentation to ensure that it is correct and complete
- Request and follow up with client/supplier for missing documentation and more detailed instructions if necessary
- Follow-up on clearing of consignments on both end from Declaration, Shipping line and Operations
- Inform client on files processing progress (standard or specific report, according to quotation) daily
- Alert the client/COM in case of operational issue (potential or real) and provide solutions
- Record customer complaints and initiate corrective action
- Must know at all-time what is the process status of each file within scope
- Obtain required authority from credit control to pay disbursements
- Accurately capture and track all costs and expenses incurred during the life of the file and ensure supporting documentation to these costs are easily accessible in the file.
- Follow-up on client's settlement of EALS invoices
- Notify COM and Legal department of damages and potential claims
- Ensure client needs and expectations are always met
- Ensure clients are informed when there are additional charges incurred during clearance and ensures that client accepts the same and files this communication for record
- Implement all necessary actions to improve quality of

Education	<ul style="list-style-type: none"> processing (process, request for additional resource, computers.) Control quality of formalization & documentation of the files 100% target on quality of service as per KPI and target on SPOT updates (accuracy and speed) Participate to all safety training as required Adhere to all HSE requirements of the project Any other work that may be assigned by Management
	<ul style="list-style-type: none"> Degree in Business or any other related field
	<ul style="list-style-type: none"> Customer Service Certification Certificate in Clearing and Forwarding will be an added advantage
Professional Qualification	
Experience	<ul style="list-style-type: none"> At least 2 years working experience
Attributes/Skills	<ul style="list-style-type: none"> Excellent Interpersonal skills & Team player Fully conversant with MS Office Able to work under pressure to meet deadlines Possess effective diplomacy in customer relations and provide innovative solutions to issue which may arise Honest and possess a high level of integrity Attentive to details Self-starter
Reporting to	FBE Pipes & GC Operations Manager (COM)

Job Advertise Date	Job Reference No	Closing Date
31/05/2023	EALS034/OPS/2022	14/06/2023

NOTE:	<p>Apply to careers.tanzania@eals.co.tz</p> <p>Please note that should you not be contacted within 2 weeks after closing Job Advertisement – Consider your application unsuccessful</p>
--------------	--

EALS Limited is proud to be an Equal Opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.