ICD Customer Support Supervisor

Key Accountabilities

- Oversee daily operations to ensure efficient customer service delivery.
- Address and resolve escalated customer complaints and issues promptly.
- Ensure professional and timely handling of customer inquiries, requests, and complaints.
- Implement and maintain quality assurance protocols to uphold high service standards.
- Gather and analyze customer feedback to identify areas for improvement.
- Collaborate with logistics, operations, finance, and other departments to ensure smooth customer transactions.
- Ensure all customer service activities comply with company policies, industry standards, and legal requirements.
- Manage crises or emergencies impacting customer service operations effectively.
- Develop and implement contingency plans to handle unexpected issues or peak periods.

Minimum Qualifications

- Bachelor's degree in Marketing, Business Administration, Logistics, or related field preferred.
- Minimum of 5 years of experience in customer service, preferably in a logistics or dry port environment.
- Proven experience in a supervisory role.
- Knowledge of ICD operations and industry regulations is an advantage.
- Strong negotiation and conflict-resolution skills.
- Strong knowledge of invoicing processes, payment collections, and financial management.
- Strong negotiation and conflict-resolution skills.
- Ability to engage with external stakeholders to foster long-term partnerships and collaboration.
- Good command of the French language, both orally and in writing.

Only shortlisted applications will be contacted

Put in subject the reference of the position you are applying for

Deadline: August 05th 2024

ICD Equipments Supervisor

Key Accountabilities

- Supervise and lead a team of equipment operators, technicians, and maintenance staff.
- Organize daily activities to ensure optimal use and upkeep of port equipment.
- Conduct regular team meetings to assess performance, address concerns, and plan future tasks.
- Provide ongoing training and development opportunities to enhance the skills of equipment personnel.
- Schedule and coordinate the use of port equipment, such as cranes, forklifts, and container handlers.
- Ensure the operational readiness, reliability, and safety of all equipment by managing routine maintenance and repairs.
- Perform regular equipment inspections to ensure compliance with safety and industry standards.
- Identify and implement strategies to improve equipment operations, minimize downtime, and enhance service delivery.
- Develop and enforce best practices and standard operating procedures for efficient equipment management.
- Effectively manage crises impacting equipment operations, including equipment breakdowns, accidents, or delays.
- Understanding of dry port operations and associated challenges.

Minimum Qualifications

- Bachelor's degree in Engineering, Logistics, Operations Management, or a related field (preferred).
- Minimum of 5 years of experience in equipment management or maintenance, ideally in a supervisory role at a dry port.
- Proven track record in team management.
- Knowledge of mechanical, electrical, and hydraulic systems related to port equipment.
- Familiarity with dry port operations and regulatory requirements.

Only shortlisted applications will be contacted

Put in subject the reference of the position you are applying for

Deadline: August 05th 2024

ICD Fleet Supervisor

Key Accountabilities

- Manage and lead a team of drivers and fleet maintenance personnel.
- Oversee daily fleet operations to ensure efficient use of vehicles and personnel.
- Conduct regular meetings with the fleet team to review performance, address issues, and plan for upcoming operations.
- Provide training and development opportunities to fleet staff to enhance their skills and knowledge.
- Coordinate the scheduling and dispatching of vehicles to ensure timely and efficient transportation of goods within and outside the dry port.
- Ensure the availability, reliability, and safety of the fleet by overseeing maintenance and repair schedules.
- Conduct regular inspections of vehicles to ensure compliance with safety and regulatory standards.
- Maintain accurate records of vehicle maintenance, fuel consumption, and other operational metrics.
- Identify and implement improvements to fleet operations to enhance efficiency, reduce costs, and improve service delivery.
- Collaborate with logistics, operations, and customer service departments to ensure smooth fleet operations and address any issues that arise.
- Maintain up-to-date knowledge of relevant transportation regulations and ensure the fleet team is aware of and adheres to these regulations.
- Ensure all necessary documentation, including licenses, permits, and insurance, is current and in compliance with legal requirements.
- Analytical skills for data-driven decision-making.
- Understanding of dry port operations and the specific challenges involved.

Minimum Qualifications

- Bachelor's degree in Logistics, Transportation, Business Administration, or a related field (preferred).
- Minimum of [X] years of experience in fleet management or logistics, preferably in a supervisory role at a dry port.
- Proven experience in managing a team.
- Knowledge of vehicle maintenance and regulatory requirements.
- Familiarity with dry port operations and the specific regulatory environment.

Only shortlisted applications will be contacted

Put in subject the reference of the position you are applying for

Deadline: August 05th 2024

ICD Gates & Parking Supervisor

Key Accountabilities

- Supervise and lead a team of gate operators, parking attendants, and security personnal.
- Organize and oversee daily activities to ensure the efficient operation of gates and parking facilities.
- Conduct regular team meetings to review performance, address issues, and plan for upcoming operations.
- Manage the scheduling and coordination of gate operations to ensure smooth and efficient entry and exit of vehicles.
- Monitor gate activities to ensure compliance with safety and security protocols.
- Implement and enforce policies and procedures for gate operations to enhance efficiency and security.
- Oversee the allocation and utilization of parking spaces to optimize the use of available resources.
- Implement parking policies and procedures to ensure orderly and efficient parking operations.
- Conduct regular inspections of parking facilities to ensure compliance with safety and maintenance standards.
- Address and resolve any issues related to parking, including disputes, violations, and maintenance needs.
- Collaborate with logistics, operations, and security departments to ensure seamless gate and parking operations.
- Prepare and present regular reports on gate and parking performance, activities, and issues to senior management.
- Ensure all gate and parking operations comply with company policies, industry standards, and legal requirements.
- Ensure all necessary documentation, including permits and inspection records, is current and compliant with legal standards.

Minimum Qualifications

- Bachelor's degree in Logistics, Transportation, Business Administration, or a related field (preferred).
- Minimum of 5 years of experience in gate or parking management, preferably in a supervisory role at a dry port.
- Proven track record in team management.
- Knowledge of safety and security protocols related to gate and parking operations.
- Familiarity with dry port operations and regulatory requirements.

Only shortlisted applications will be contacted

Put in subject the reference of the position you are applying for

Deadline: August 05th 2024

ICD Invoice and Payments Supervisor

Key Accountabilities

- Oversee daily operations to ensure accurate and timely invoicing and payment processing.
- Address and resolve escalated issues related to invoicing and payments.
- Ensure all invoices are generated accurately and sent to customers on time.
- Monitor and manage the payment processing system to ensure timely receipt and recording of payments.
- Review and verify invoice accuracy, completeness, and compliance with company policies and contractual agreements.
- Identify and implement improvements to invoicing and payment processes to enhance efficiency and accuracy.
- Prepare and present regular reports on invoicing and payment metrics, team performance, and any issues to senior management.
- Maintain clear and effective communication channels within the team and with external stakeholders.
- Effective problem-solving and conflict resolution skills.
- Organizational skills with the ability to manage multiple tasks and priorities.
- Proficiency in accounting software and relevant technologies.

Minimum Qualifications

- Bachelor's degree in Accounting, Finance, Business Administration, or related field preferred.
- Minimum of 5 years of experience in invoicing, payments, or accounting, preferably in a supervisory role.
- Proven experience in managing a team.
- Knowledge of financial regulations and accounting principles.
- Ability to engage with external stakeholders to foster long-term partnerships and collaboration.
- Good command of the French language, both orally and in writing.

Only shortlisted applications will be contacted

Put in subject the reference of the position you are applying for

Deadline: August 05th 2024

ICD Operations and Maintenance Supervisor

Key Accountabilities

- Supervise and direct a team of operations personnel and maintenance staff.
- Oversee daily activities to ensure efficient resource utilization and smooth operational flow.
- Conduct regular team briefings to review progress, address challenges, and plan future tasks.
- Coordinate and manage all port operations, including cargo handling, storage, and transportation.
- Monitor operational tasks to ensure they meet schedules and quality standards.
- Resolve operational issues promptly to avoid disruptions.
- Develop and manage maintenance schedules for all port facilities and equipment, such as cranes, forklifts, and other machinery.
- Ensure timely and effective completion of maintenance tasks to minimize equipment downtime.
- Conduct regular inspections of facilities and equipment to ensure compliance with safety and regulatory standards.
- Maintain detailed maintenance records and documentation.
- Identify and implement improvements to operational and maintenance processes to boost efficiency and reduce costs.
- Establish and enforce best practices and standard operating procedures for operations and maintenance management.
- Prepare and present regular reports on operational and maintenance performance, activities, and costs to senior management.
- Ensure all operations and maintenance activities adhere to company policies, industry standards, and legal requirements.
- Ensure all necessary documentation, including licenses, permits, and inspection records, is current and compliant with legal standards.
- Excellent organizational and time management abilities.

Minimum Qualifications

- Bachelor's degree in engineering, Logistics, Operations Management, or a related field (preferred).
- Minimum of 5 years of experience in operations and maintenance management, ideally in a supervisory role at a dry port.
- Proven experience in team management.
- Knowledge of mechanical, electrical, and hydraulic systems related to port equipment.
- Familiarity with dry port operations and regulatory requirements.

Only shortlisted applications will be contacted

Put in subject the reference of the position you are applying for

Deadline: August 05th 2024

ICD WHS and VGM Supervisor

Key Accountabilities

- Supervise and lead a team of weighbridge operators and clerical staff.
- Organize daily activities to ensure efficient operation of the weighbridge and VGM certification processes.
- Conduct regular team meetings to review performance, address issues, and plan future tasks.
- Provide training and development opportunities to enhance the skills and knowledge of the team.
- Oversee the VGM certification process to ensure compliance with SOLAS (Safety of Life at Sea) regulations.
- Ensure accurate calculation and documentation of VGM for all container shipments.
- Coordinate with shipping lines, shippers, and other stakeholders to ensure timely and accurate VGM submission.
- Maintain accurate records of all VGM certifications and ensure compliance with audit requirements.
- Collaborate with logistics, operations, and customer service departments to ensure seamless weighbridge and VGM operations.
- Prepare and present regular reports on weighbridge and VGM performance, activities, and issues to senior management.
- Ensure all necessary documentation, including licenses, permits, and inspection records, is current and compliant with legal standards.

Minimum Qualifications

- Bachelor's degree in Logistics, Transportation, Business Administration, or a related field (preferred).
- Minimum of 5 years of experience in weighbridge or VGM operations, ideally in a supervisory role at a dry port.
- Proven track record in team management.
- Knowledge of weighbridge equipment and calibration procedures.
- Familiarity with SOLAS regulations and VGM certification requirements.

Only shortlisted applications will be contacted

Put in subject the reference of the position you are applying for

Deadline: August 05th 2024

Warehouse Manager

Key Accountabilities

- Supervise daily warehouse activities, including the receipt, storage, and dispatch of products.
- Develop and enforce warehouse policies and procedures to maximize efficiency and productivity.
- Monitor and control inventory levels, ensuring accurate record-keeping and minimizing discrepancies.
- Work with logistics and transportation teams to guarantee timely and precise delivery of goods.
- Lead and manage a team of warehouse employees, including supervisors, forklift operators, and administrative staff.
- Conduct regular team meetings to discuss performance, resolve issues, and plan upcoming tasks.
- Ensure all warehouse operations adhere to company policies, industry standards, and legal requirements.
- Implement and uphold safety protocols to maintain a safe working environment.
- Conduct routine safety inspections and audits to identify and address potential hazards.
- Manage inventory control processes to ensure accurate and efficient stock tracking.
- Perform regular inventory audits to verify accuracy and address any discrepancies.
- Identify and implement improvements to warehouse processes to enhance efficiency and reduce costs.
- Maintain effective communication channels within the team and with external stakeholders, including customers and suppliers.
- Develop and manage the warehouse budget, ensuring cost-effective operations.
- Analyze financial performance and identify opportunities for cost savings.
- Strong leadership and team management abilities.
- Excellent organizational and time management skills.

Minimum Qualifications

- Master's degree in Logistics, Transportation, Business Administration, or a related field (preferred).
- Minimum of 10 years of experience in weighbridge or VGM operations, ideally in a managerial role at a dry port.
- Proven track record in team management.
- Knowledge of weighbridge equipment and calibration procedures.
- Familiarity with SOLAS regulations and VGM certification requirements.

Only shortlisted applications will be contacted

Put in subject the reference of the position you are applying for

Deadline: August 05th 2024