

# Job Vacancy

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**Position:** Airfreight Manager

**Direct Report:** Branch Manager

**Date posted:**

**Main Purpose:**

Manage and optimize the performance within the Business Unit ensuring client satisfaction.

**Key Responsibility Areas:**

**1. Operational:**

- **Management:**
  - Strategic plan for department
  - Continuously review the operational processes
  - Ensure adherence to legal requirement, supplier contracts and statutory requirements e.g. customs, OHS and aviation security.
  - Ensure full adherence to the prescribed policies and procedures within the business unit
  - Identify potential risk areas and implement mitigation strategies
  - Collaborate with other departments as necessary to meet or exceed client requirements, contribute to the development of new service offerings.
  - Evaluating feasibility of projects and manage implementation thereof.
  - Quality checks on files.
  - Liaise with airlines when problems occur.
  - Ensure information for rate updates is received on time.
  - Update on Rates File.
  - Manage that staff update information on each file in Cargowise for visibility to all applicable parties.
  - Daily management of work in progress and accruals.
  - Daily checking on milestones as to identify possible delays and problem files.
- **Break Bulk Function:**
  - Check that all documents are completed and files correct.
  - Quality checks on files.

**2. Financial:**

- Assist to compile the annual budget.
- Monitoring and optimize utilization and performance of all resources in line with budget.
- In conjunction with the Branch Manager agree on innovative ways to ensure margin recognition, increasing profitability.
- **Invoicing:**
  - Check invoicing when necessary
  - Do weekly spot checks on invoicing as to ensure accurate billing.
  - Monitor credit notes as a way of identifying areas of improvement/correction.
- **Reconciliation and Statistics:**
  - Receive recon print outs from Accounts Department, where discrepancies exist between accruals and actual invoice from service provider.
  - Maintain monthly statistics on revenue, tonnage etc for management reports.
  - Manage profit shares as to ensure margin.
  - Do daily job management review as to pick up files that may be a problem and to ensure that all WIPS and Accruals are current and no files are showing low margins or excessively high margins.

**3. Process:**

- Visit clients and maintain regular communications with clients as required.
- Liaise with KAM's and Customer Service Consultants to ensure that client requirements are met.
- Liaise with BDM's regarding new client's requirements and the client take on process.
- Facilitate discrepancies between the client and WNL and resolve these discrepancies where possible and where you have the authority.
- Co-operate with third parties to ensure customer needs are met (e.g. customs, third party service providers).
- Continuously investigate additional value added products and process specific for customer needs.

- **Managing Information:**
  - Manage information management system for decisions related to operational management (e.g. performance).
  - Identify information needs and suggest solutions regarding the management of information and the system improvements required.
  - Compile and submit monthly reports re operations to the Branch Manager.
  - Disseminate information to direct reports and ensure it filters to the team.

#### **4. Management Functions:**

- Compile statistics on actual business conducted on a monthly basis.
- Attend to all management functions, budgeting, reporting to management/shareholders, projection for profits, staffing needs.
- Maintain and establish good customer and provider relationships.
- Troubleshoot for recurring problems in operations.
- Ongoing review of operational procedures as to ensure continual improvement.
- Other jobs as may be delegated by WNL Management.

#### **5. Staff Management:**

- Assist with projections and development and strategic HR plans (including e.g. career paths) and succession planning in department.
- Optimize individual employee performance through effective leadership, performance management, coaching, development and training.
- Support the supervisor in managing change process within the Business Unit.
- Monitor staff daily (attendance, performance).
- Conduct regular meetings for information flow.
- Handle staff needs (new employees, training needs, disciplinary matters, appraisals) with the assistance of the HR Department.
- Assist and coach staff in daily duties.
- Monitor staff expenses and hand same to Accounts Department.
- Motivate and encourage staff, bringing achievers and under performers to the attention of the HR Department.
- Encourage and motivate business growth with staff.
- Manage the requirement of overtime and allocation thereof.

#### **6. Sales:**

- To hand over information of handover shipments to Sales Department.
- Refer any sales leads to the Sales Manager to follow up.

**Knowledge & Experience:**

- Matric/ Grade 12
- More than 10 years experience in the forwarding and clearing environment
- Good understanding of customs procedures
- Knowledge of international and domestic carriers
- Knowledge of airfreight forwarding (imports & exports) process

**Skills & Attributes:**

- Excellent communication skills (verbal and written)
- Problem solving and decision making skills
- Strategic thinking skills
- Leadership skills
- Ability to work under pressure
- Time management skills
- Establish strong work relationships
- Maintain and build strong client relationships
- Attention to detail
- Quality focus
- Planning
- Delegation
- Building customer loyalty
- Managing conflict
- Building partnerships
- Building trust
- Coaching
- Quality orientation