



# Job Advertisement

<b>The Company</b>	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.
<b>The Position</b>	<b>CLIENT SERVICE OFFICER (Fixed Term Contract)</b>
<b>Position Objective</b>	Enhance service level, address customer concerns and update customers on the shipment clearance status
<b>Key Responsibilities</b>	<ul style="list-style-type: none"><li>▪ Receiving clients documentation</li><li>▪ Checking documentation to ensure that it is correct and complete</li><li>▪ Follow-up of clients for missing or required documentation</li><li>▪ Follow-up on clearing of consignments</li><li>▪ Keep clients regularly updated on status of their consignments per clients requirement</li><li>▪ Record customer complaints and initiate corrective action</li><li>▪ Obtain required authority from credit control to pay disbursements</li><li>▪ Check daily update and ensure it is correct</li><li>▪ Follow-up on clients settlement of EALS invoices</li><li>▪ Notify COM/HoD and Legal department of damages and potential claims</li><li>▪ Ensuring that all client communication is put in the file</li><li>▪ Creating a positive image of EALS at all times</li><li>▪ Ensure client needs and expectations are always met</li><li>▪ Informing clients when there are additional charges incurred during clearance and ensures that client accepts the same and files this communication for record</li><li>▪ Participate to all safety training as required</li><li>▪ Adhere to all HSE requirements of the project</li></ul>
<b>Education</b>	<ul style="list-style-type: none"><li>▪ Degree in Business or any other related field</li></ul>
<b>Professional Qualification</b>	<ul style="list-style-type: none"><li>▪ Customer Service Training</li></ul>





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### Experience Attributes/Skills

- Certificate in Clearing and Forwarding will be an added advantage.
- At least 2 years working experience
- Excellent Interpersonal skills
- 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

Client Operations Manager

### Job Advertise Date

11/02/2022

### Job Reference No

EALS013/OPS/2022

### Closing Date

25/02/2022

### NOTE:

*Apply to [careers.tanzania@eals.co.tz](mailto:careers.tanzania@eals.co.tz)  
Please note that should you not be contacted within 2 weeks after closing Job Advertisement – Consider your application unsuccessful*

*EALS Limited is an equal opportunity employer.*

