

JOB DESCRIPTION

Job Title	Operations Manager
Location	Dar es Salaam
Department	UPF Tanzania Ltd
Terms	Full-time
Reports to	Branch Manager, Tanzania
About Us	<p>Founded in 2023, UPF Group is a dynamic and rapidly growing transportation company with a special focus on the African continent. Our team combines industry experience with a commitment to excellence, offering freight solutions across all transportation modes globally.</p> <p>We are a fresh company in the project transport market, with a mix of young and experienced staff. Our aim is to expand our team with an Operations Manager, to lead freight operations and ensure on-time, cost-effective deliveries. You'll play a pivotal role in maintaining compliance, building client relationships, and driving process improvements.</p>
About the role	<ul style="list-style-type: none"> • Spearheading UPF's growth into vessel agency in Tanzania sea ports. • Plan, coordinate, and monitor UPF operations to the completion. • Maintain KPI's and overall overseeing the performance and delivery of the operations team including support on secured projects where required. • Identify gaps and develop process improvements to reduce costs of services and lead times. • Maintaining compliance with local and regional regulatory requirements (customs, transport regulations, safety, environmental laws). • Support regional operations by staying updated on industry trends and regulatory changes. • Creating service level agreements with suppliers for the various services rendered by UPF with competitiveness and premium service at the forefront of these agreements. • Maintain exceptional client relationships by anticipating and meeting their needs. • Overseeing the complete and clear transition of files between departments – front, middle and back office. • Identifying projects and opportunities to be targeted by UPF and jointly securing them in support with commercial team.
KPI's	<ul style="list-style-type: none"> • Ensuring service level agreements with suppliers are adhered and in favour to UPF. • Ensure files are completed with the actual / above sales or tender projections of profits. • Ensuring the correctness and high quality of data in Xsped and operational documents for own projects.

	<ul style="list-style-type: none"> • Maintaining high quality services, timely and clear communication to customers and suppliers. • Follow up on collections of outstanding payments with clients. • Follow up on supplier payments with finance team.
Skills and Requirements	<ul style="list-style-type: none"> • Leadership abilities, with experience guiding high-performing teams. • Minimum 7 years of hands-on experience in Operations in the logistics industry. • Effective problem-solving skills and a keen eye for operational improvements. • Have knowledge across the entire value chain of cargo handling. • Strong verbal and written communication skills in English. • Experienced user in Microsoft Office (Excel, Word, PowerPoint, etc.) • Teamwork and collaboration skills • Motivation to provide excellent service to our customers • Travel domestic and abroad when required • Must be a Tanzanian national (citizens) or have the legal right to work in Tanzania.