JOB OPPORTUNITY

RELATIONSHIP & PRICING COORDINATOR

DAR ES SALAAM, TANZANIA

About UPF

Founded in 2023, UPF Group provides comprehensive global logistics services, specializing in project cargo across African and European markets. We are committed to timely, cost-effective transport worldwide and to the personalized service reflected in our slogan, 'Logistics Made Personal'. Across 13 offices in ten countries, our 46 colleagues work together with a shared commitment to quality, teamwork and outstanding personal service.

Job Description

As the Relationship & Pricing Coordinator, you will have a great variety of tasks such as, but not limited to:

- Lead and develop relationships with key customers to strengthen retention, satisfaction and account growth.
- Oversee pricing, quotations and tenders, ensuring competitive and commercially sound proposals.
- Manage pricing performance and protect agreed profit margins, escalating or approving exceptions where required.
- Identify and develop new business opportunities across existing customers, prospects, projects and tenders.
- Maintain and actively manage the commercial pipeline, including quotation follow-up and analysis of wins and losses.
- Conduct regular customer reviews to understand service performance, upcoming requirements and growth opportunities.
- Work closely with Operations to ensure pricing reflects operational requirements and that secured business is effectively handed over for execution.
- Collaborate with Finance on customer payment terms, commercial profitability and other financial considerations affecting customer accounts.
- Monitor and report on key commercial indicators, including margins, quotation turnaround, conversion, customer retention and pipeline performance.

Key Performance Indicators (KPIs)

- Maintain or exceed targeted internal profit margins.
- Maintain customer satisfaction above 90% and strong retention of key accounts.
- Ensure at least 90% of standard quotations are completed within 24 hours.
- Improve quotation conversion and deliver measurable revenue and gross profit growth from new and existing customers.
- Maintain an active pipeline of customer opportunities, projects and tenders, with consistent follow-up and review.
- Follow up on collections of outstanding payments with clients.
- Follow up on supplier payments with finance team.

Candidate Qualifications

- Bachelor's degree in Logistics, Supply Chain, Business Management, Marketing, Commerce or equivalent.
- Minimum five years of relevant experience in freight forwarding, logistics, pricing, commercial operations or customer relationship management.
- Strong understanding of freight pricing, costing and commercial margins.
- Good knowledge of logistics and freight forwarding across relevant transport modes.
- Strong customer relationship and negotiation skills.
- Commercially minded with strong numerical and analytical ability.
- Strong Microsoft Excel and Microsoft Office skills.
- Experience using freight management systems such as Xsped advantageous.
- Strong written and verbal communication skills.
- Ability to work across Operations, Finance and commercial functions.

What you can expect

- A young company with a focus on entrepreneurship and an agile organization chart.
- High level of self-determination and freedom to make decisions in your daily work.

If you are interested in applying for this position, please send your CV to **CAREERS@UPF-Group.dk**



