

DEPARTMENT:	Operations
LOCATION:	#51 Railway Road, Cunupia, Trinidad and Tobago
JOB TYPE:	Office/Work from Home
JOB TITLE:	Team Lead- Latin America Unit (LAM)
DIRECTLY REPORTS TO:	Vice President- Operations
POSITION (S) REPORTING INTO THIS ROLE:	Logistics and Pricing Analyst I- LAM, Procurement Specialist- LAM, Customer Care Specialist- LAM, Import/Export Logistics Coordinator- LAM, Partner Care Specialist-LAM, Invoicing Specialist- LAM
DEPARTMENT LEAD:	Vice President- Operations
OVERSEEING ELT MEMBER:	Vice President- Operations

JOB PURPOSE:	
The Team Lead- LAM is responsible to manage the priority items for Procurement, Contracts and Proposals, Customer Care Specialist, Partner Care, Invoicing functions that fall under the Latin American Unit. The LAM Team Lead is also expected to work alongside the Country Manager/BDE's for the Latin American Countries to ensure the business goals are met.	
KEY DUTIES AND RESPONSIBILITIES:	
NB. Each item includes meeting KPI targets, compiling and submitting KPI reports.	Approx. % of time annually
Supervisory Responsibilities for Procurement Specialist- LAM	
<ol style="list-style-type: none"> Following with Procurement Specialist for updates on rate/service requests before deadlines, sending escalation to the respective senior for urgencies Following with the Procurement Specialist to confirm credit was negotiated and is in place so the Operations personnel will have a smooth transition. Ensuring the Procurement Specialist is furnished with target rates and that negotiations are taking place to meet both customer and business needs. Ensuring that the respective team pushes to have all information needed for the Procurement Specialist to request rates as well as set up vendor contracts within the stipulated KPI. Ensuring the Procurement Specialist manages an active vendor log to renew rates before expirations (proactively) as this will affect operational processes if done reactively. Working with the respective member for standard operations procedure (SOP) Creation – ability to identify gaps and implement project and training plans & SOPs 	15
Supervisory Responsibilities for Logistics and Pricing Analyst I- LAM	
<ol style="list-style-type: none"> To work with Logistics and Pricing Analyst I to manage all responses to request for proposals (both first requests and post tender clarifications). To ensure smooth collaboration amongst Senior Managers, Business Development Executive (BDEs), Customer Care Specialist (CCS) and Logistics and Pricing Analyst I occur to ascertain the best possible information to create successful proposals. This includes review of requests, plan responses, get additional information from requestors, acquire information from various internal and external sources, assimilate information and draft responses that are easy to understand, have sufficient detail, anticipates clients' needs, all with very few 	15



<p>errors. Includes meetings with internal teams for information or feedback. Requests for proposals may be commercial, technical or a combination.</p> <ol style="list-style-type: none"> To collaborate with Logistics & Pricing Analyst I and Supervisor – Proposals / Manager – Contract and Proposals when necessary to review rates and terms & conditions. This may be when a new contract is being finalized, renewed, retendered. To ensure clear key performance indicator (KPIs) are set for the Logistics & Pricing Analyst I- LAM role, reports are created and reviewed based on the KPIs implemented. Working with the respective member for SOP Creation – ability to identify gaps and implement project and training plans & SOPs 	
<p>Supervisory Responsibilities for Customer Care Specialist- LAM</p>	
<ol style="list-style-type: none"> Ensuring that Business Development (BD)/Country Manager requests are completed and submitted before the deadline stipulated. Follow up with BD/Country Manager for conversions of quotes and proposals into Bookings, scheduling and leading kick-off meetings with the aid of BD/Country Manager. Ensure CCS understands the scope for LAM Operations won and ensure they follow on the right items with the respective teams. Ensuring that the CCS approves and confirms all Work Orders within their respective bucket also ensuring that queries are resolved with the invoicing team. Ensuring the CCS follows up for payments from customers within the stipulated credit period from invoice date and acting as an escalation where needed. Respond to customer questions and queries within 2 hours during working hours and a minimum of 6 hours after working hours unless previously notified of ongoing operations outside of working hours, the KPI for response time will vary in some situations. Working with the respective member for SOP Creation – ability to identify gaps and implement project and training plans & SOPs 	15
<p>Supervisory Responsibilities for Import/Export Logistics Coordinator- LAM</p>	
<ol style="list-style-type: none"> Following closely with the Import/Export Logistics Coordinator to ensure all bookings are actions within the KPI, acting as an escalation for rate issues or space restriction, etc. Ensuring that updates on all bookings are sent to the respective team (CCS or BDE) Ensuring all Work Orders are logged as per the proposal/ contract, overseeing the team to ensure KPIs are managed, and queries are resolved with the invoicing team. Ensuring that all issues are escalated correctly, and action items are clearly identified with deadlines. Working closely with the eDocs Team to ensure pre-alerts as passed to the respective team in a timely manner, also ensuring that the local team confirms receipt to follow on the local aspect of the shipment (Manifest uploading, customs filings/processes, etc.) Ensuring that both Import/Export and eDocs team prepare and process payment requests in a timely manner, acting as the escalation with the Accounts Payable team for releases and timely updates. Working with the respective member for SOP Creation – ability to identify gaps and implement project and training plans & SOPs 	15
<p>Supervisory Responsibilities for Partner Care Specialist- LAM</p>	



<ol style="list-style-type: none"> 1. Ensuring that partner relationships are managed by the PCS especially for direct bookings, making sure that the direct shipments are logged correctly on Laser and Work Order lines are managed by sending to the Invoicing Specialist. 2. Following with the PCS to ensure that these relationships are maintained and managed, clearly defining the respective destination responsibility and roles as a local agent (where applicable), ensuring profit shares are understood and defined. 3. Ensuring that the PCS is reaching out to potential partners and having quarterly targets met to onboard new partners. 4. Ensuring that the PCS shares all relevant information to the respective teams (BDE, CCS, Operations, Procurement, Pricing and Invoicing). 5. Working with the respective member for SOP Creation – ability to identify gaps and implement project and training plans & SOPs 	15
Supervisory Responsibilities for Invoicing Specialist- LAM	
<ol style="list-style-type: none"> 1. Ensure that the Invoicing Specialist completes Invoices correctly and sent for dispatching within KPI and is in accordance with agreed terms and conditions for LAM operations. 2. Ensuring that the Invoicing Specialist send daily updates as required by the team lead on tasks completed, pending and in progress and provide detailed explanation when targets are not met. 3. Oversee the query process by ensuring invoices are reviewed and resolved any discrepancies with invoices/ SO passed in a timely manner. 4. Ensuring KPI Reports are sent- reviewing these reports to ensure KPIs are met, and possible issues identified prior. 5. Ensuring that the Invoicing Specialist generates invoicing reports as required. 6. Working with the respective member for SOP Creation – ability to identify gaps and implement project and training plans & SOPs 	15
Supporting Responsibilities for Sales and Business Development:	
<ol style="list-style-type: none"> 1. Working with the Country Manager/Business Development to ensure the LAM Proposals Specialist is providing quotes/proposals efficiently – within the respective KPIs. 2. Manage LAM Pricing and Procurement members to ensure we increase win rate for quote and proposal submissions by 50% by Dec 30th, 2021. 3. Work with the Country Manager/BD Lead to submit a minimum of three (3) whale prospects/projects per month. A whale is defined by any customer/project where projected revenue exceeds \$2m USD per year. The submission of these should include Scope of project, current suppliers and locations, supply chain set up, current vendors, current rates, the value proposition we can enter with and the key points of contact. 4. Working with the respective member for SOP Creation – ability to identify gaps and implement project and training plans & SOPs 	10

QUALIFICATIONS AND EXPERIENCE:

- Bachelor’s Degree in Management, Logistics or Supply Logistics or related field.
- At least three years’ experience in a similar role will be an asset.
- Familiar with import/export and customs processes/requirements in Latin American Countries will be an asset.
- Experience in procurement, logistics management, vendor management and/or finance will be an asset.
- Must be Bilingual (Fluent in both Spanish and English)

SUPERVISORY DUTIES:

- Managing workflow
- Training new hires
- Creating and managing team schedules (daily and weekly)
- Reporting to HR and senior management
- Evaluating performance and providing feedback
- Identifying and applying career advancement opportunities
- Helping to resolve employee issues and disputes.

HSSEQ RESPONSIBILITIES:

- Accountability in all aspects of health and safety relevant to his/her operation through demonstration and leadership.
- Ensuring that all employees understand that the violation of established safe work practices is the violation of company rules.
- The promotion of proper use and care of protective equipment on each job.
- The prompt reporting of all injuries within (1) hour to the Manager - HSSEF or designated Site HSE Advisor/Representative.
- The conducting of routine health and safety inspections of his/her area for unsafe conditions, also ensuring the proper use and maintenance of protective equipment.
- The initiation and forwarding of all necessary incident reports to the Manager - HSSEF or designated Site HSSEF Advisor/Representative such as: Incident Reports, Near Miss Reports, Unsafe Conditions etc.
- Follow and maintain Company standards of Quality in accordance with Company Quality System requirements

KNOWLEDGE, SKILLS, ABILITIES, CHARACTERISTICS:

- Detail oriented, well organised and capable of ensuring that all tasks are completed accurately according to requirements and in a timely manner.
- Possess integrity and ethics.
- Problem analysis and problem solving.
- Ability to drive continuous improvement.
- Possess excellent written and verbal skills and be proficient at Word, Excel, PowerPoint.

WORKING CONDITIONS

- Office Environment / Work from Home flexibility
- May attend virtual or in-person workshops, meetings, etc.