

DEPARTMENT:	Brokerage
LOCATION:	51A Railway Road, Cunupia
JOB TITLE:	Team Lead – Customer Operations Representative (COR)
REPORTS TO:	Supervisor – Customs Brokerage

JOB SUMMARY:

The Team Lead – Customer Operations Representative (COR) is responsible for monitoring schedules and assisting Customer Operations Representatives (CORs) with their day-to-day tasks. He/She must maintain a relationship and liaise with Customers to provide technical support.

JOB DETAILS:

- Ensure transport and clearance schedules are updated.
- Send Shipments Already Arrived (SAA) report daily and conduct SAA meetings with Customer Operations Representatives.
- Follow up on Customer Operations Representative reports daily and Clearance reports weekly.
- Provide support to the Customer Care Team to ensure client expectations are met.
- Ensure urgent shipments are expedited and cleared with top priority.
- Check and authorize vouchers for the Finance Department.
- Assist in maintaining employee’s work schedules which includes assignments, job rotations, trainings, vacation planners, absenteeism, tardiness and overtime scheduling.
- Ensure all export documents are received, logged, processed and sent to the Ports by the Export Coordinator.
- Assign employees to participate in training, toolbox and other events.
- Assist with coordinating and managing tasks within the Department in the absence of the Team Lead.
- Assist the Human Resources department in the recruitment and selection of staff for the Brokerage team.
- Assist the Brokerage Team Lead to provide oversight and direction to employees within the department in accordance with the Company's policies and procedures.
- Act as a coach and mentor to assist with developing employees. This includes overseeing new employee onboarding and providing career development planning and opportunities to employees within the department.
- Delegate tasks and encourage employees to provide regular feedback and be accountable for their responsibilities.
- Assist the Supervisor – Customs Brokerage with encouraging teamwork and unity amongst employees within the department, which allows employees to work effectively together so that they can succeed as individuals and a department.
- Assist in creating a workplace culture that is in line with the Company's culture and that emphasizes the mission, vision, guiding principles, and values of the Company.
- Ensure that employees meet the Company's expectations for productivity, quality, continuous improvement, and goal accomplishment.
- Work with the Brokerage Team Lead to ensure that communication is transparent within the department, by communicating department information through department meetings, one-on-one meetings, and appropriate email, WhatsApp messages, and regular interpersonal communication.
- Assist the Brokerage Team manage employees by using a performance management and development process that provides an overall context and framework to encourage employee contribution. This includes goal setting, performance feedback, performance development planning,



employee recognition, rewards, and disciplinary action, with the assistance of the Human Resources department, when necessary

- Any other duties that may be required.

KEY PERFORMANCE INDICATORS (KPI):

- Generate daily reports from Customer Operations Representatives (CORs) to ensure they are within KPI and those not, escalated and expedited.

KPIs for CORS Bucket

Red – Shipments >4 days

Yellow – Shipment >2 days

Green – Shipment <2 days

- Team Lead to ensure that all Work Orders /Sales Orders being managed by the CORS Team is executed as follows:
 1. WOs confirmed within 24-48 hrs after Service Performed date.
 2. WO & SO queries resolved within 24-48 hrs from queried date.

HSSEQ RESPONSIBILITIES:

- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your Supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined, and corrective action taken; and
- Tag and Report any and all defective tools or equipment immediately.
- Follow and maintain Company standards of Quality in accordance with Company Quality System requirements.
- Adhere to the guidelines stated in the Policy Manual.

EDUCATION REQUIREMENTS AND EXPERIENCE:

- BSc/BA in Management Studies or related field.
- Minimum 2 years' supervisory experience.
- Experience in the shipping industry will be an asset.



PERSON SPECIFICATION:

The incumbent must demonstrate the following skills:

- Analytical and problem-solving skills,
- Decision making skills,
- Effective verbal and listening communications skills
- Computer skills.
- Excellent organizational skills.
- High level of professionalism and integrity.
- Ability to operate under pressure, achieve goals and meet deadlines.