



Vacancy Freight Forwarding Supervisor

About DP World:

Trade powers economies, improving lives globally. With over 106,500 employees across 73 countries, DP World is driving trade towards a seamless future supply chain. Integrating physical infrastructure with technology, we create solutions and minimize disruptions from factory floor to customer door, to change what's possible for everyone.

To support our freight forwarding business under the entity DP World Logistics Suriname N.V., we have a vacancy for the role of **Freight Forwarding Supervisor**.

About the role

The Freight Forwarding Supervisor is driving business growth and ensuring customer satisfaction within the Freight Forwarding supply chain. Ensures the end-to-end service within the Freight Forwarding supply chain, drives sales volumes and market share growth including the profitability of the services provided.

Key responsibilities

- Coordination Responsibilities:
 - End-to-end coordination of shipments
 - Freight and Inland Transport management
 - Coaching of team members and supporting performance management/KPI achievement.

- Operations Coordination:
 - Support in setting up operational FF work processes.
 - Oversee and coordinate all operational activities within the Freight Forwarding cycle, including import/export processes, customs clearance, documentation, logistics, and transportation.
 - Ensure compliance with relevant regulations, industry standards, and company policies and procedures.
 - Monitor and analyze sales and operational performance metrics, implementing improvements to enhance efficiency and productivity.

- Sales:
 - Develop and implement strategies to achieve sales targets and contribute to the overall growth of the organization.
 - Identify new business opportunities, build relationships with clients and partners, and expand the customer base.
 - Collaborate with the sales team to develop effective marketing and promotional initiatives to increase market share and revenue.

- Customer Service:
 - Maintain a strong focus on customer satisfaction, ensuring that services are delivered promptly, accurately, and according to customer requirements.
 - Address customer inquiries, concerns, and complaints in a timely and professional manner, resolving issues to maintain positive client relationships.
 - Conduct regular customer meetings to understand their evolving needs and provide appropriate solutions.

Do you have:

- A bachelor's degree in business administration, Logistics, Supply Chain Management, or a related field. Relevant professional certifications are a plus.
- A proven track record and recent experience (5+ years) in freight forwarding, logistics, or similar industry, with a solid understanding of import/export procedures, customs regulations, and transportation logistics is a must.
- At least 3 years of experience in commercial and sales
- Strong leadership and people management skills, with the ability to motivate and develop a team in a dynamic work environment.
- Solid and demonstrated working knowledge of the Freight Forwarding Industry including Local Customs regulations.
- Results-driven mindset with a focus on achieving targets and driving business growth.
- Capacity to prioritize tasks and handle multiple responsibilities simultaneously.
- Ability to research, identify, tackle, grow and close business opportunities ensuring the needed support from product and operations.
- Intermediate computer skills with a proficiency in MS Office
- Effective verbal, written, and interpersonal skills.
- Ability to communicate with clients, carriers, other forwarders, vendors.
- Excellent communication and interpersonal skills, with the ability to build relationships and negotiate effectively with clients, suppliers, and stakeholders.
- Proficiency level in Dutch, English language
- Practices high personal standards of safety, performance and timekeeping.
- Quality Management and ISO standard knowledge

Is this vacancy the opportunity you are looking for?

Do share your professional story with us via peopledepartmentpar@dpworld.com before **October 25th 2024**.