



## **INTERGOVERNMENTAL STANDING COMMITTEE ON SHIPPING (ISCOS)**

### **JOB DESCRIPTION FOR A SHIPPING AND FREIGHT LOGISTICS ASSISTANT**

---

The Intergovernmental Standing Committee on Shipping (ISCOS) is seeking to hire a Shipping and Logistics Assistant to serve in its Shipping and Freight Logistics Information and Support Centre/ Platform, the SHIPPLINC. The individual should be a Tanzanian by Nationality.

The SHIPPLINC is a platform where shippers (importers and exporters) and other stakeholders can forward, report, and communicate incidences, happenings, practices and policies which they consider as hindrances to trade and the movement of cargo. The platform, which can be accessed instantly through electronic means (mobile applications, telephone calls, SMSs, e-mails, Letters, Petitions, web interactive portal etc.) is also backed up by personnel who will be available to talk and interact with shippers on a continuous basis. The main purpose of this platform is to offer instant and continuous support to freight logistics, serve as a common platform for reporting and resolving of Non-Tariff Barriers, reporting undesirable practices, incidences, situations and even policies that impede the smooth flow of cargo from the port to the hinterland and vice versa. The Platform is also intended to help in the collection of information and data on NTBs, provide clues on the effectiveness and efficiency of service delivery in freight Logistics, guide the assessment of training needs for shippers and help in the determination and formulation appropriate policies. The Platform provides an opportunity to shippers to have their issues escalated, followed up and resolved in a consistent and organized manner.

The target users are mainly traders or cargo owners/shippers, clearing and forwarding agents, shipping lines/agents, transporters, as well as other service receivers and providers in the shipping, maritime and trade facilitation industries at sea ports as well as those based in land linked countries that utilize main East African Ports (Mombasa, Dar es Salaam, Tanga, Mtwara), transit transport corridors and border posts.

#### **Attributes and competencies of the individual**

- A good understanding of the Shipping and Freight Logistics sectors of the region.
- Ability to communicate verbally, in writing and electronically, and to use the major social media platforms.
- A good understanding of the roles of each player in Freight Logistics, and how each of the player interfaces with the other.

- Ability to interpret issues pertaining to freight logistics including offering instant responses wherever and whenever possible.
- Good at networking, developing and maintaining relationships.
- Should have knowledge of import and export procedures at sea ports and land borders e.g. clearance of goods through customs, other government Agencies and service provision in the supply chains.

#### **Duties and Responsibilities:**

- Receive and Process Shipping and Freight Logistics matters brought to ISCOS' attention through the SHIPPLINC, make timely and appropriate follow up and have them resolved or dispensed with as may be appropriate.
- Service the electronic and conventional feeders of the SHIPPLINC.
- Manage and maintain relationships with industry stakeholders.
- Maintain a register of contact personnel in all major stakeholder institutions.
- Publicise the existence and operations of the SHIPPLINC through social media platforms and other available tools.
- Maintain a concise database for all reports made on SHIPPLINC and its related platforms.
- Escalate to ISCOS matters which need to be escalated
- Make monthly reports of matters reported through the platform, and their status.
- Report to the Director of Trade Facilitation and Policy Harmonization (DTFPH).
- Carry out any other duties as directed by DTFPH and the Secretary General

#### **Minimum Qualifications and Experience**

- A Bachelor's Degree or an equivalent qualification in any of the following fields: Shipping, Freight Logistics, Clearing and Forwarding.
- Two years' working experience in the Shipping and Freight logistics sectors.
- Fluent in English and Kiswahili.
- Having formal training in Public Relations, Marketing (conventional and digital) Communications, call center management, information Technology and any other related field will be an added advantage. Knowledge of French will be a plus.

#### **Other competencies required:**

- Ability to use computers and automated information systems efficiently and proficient in data analysis software;
- Ability to listen carefully and effectively communicate with different types of people;
- Ability to professionally handle complaints, including working with unpleasant complainants;
- Ability to use automated information systems, analyse complainant's information and make meaningful reports;
- Ability to demonstrate a friendly work style and work effectively under pressure;
- Telephone handling skills – etiquette, good diction, articulate in speaking;
- Ability to perform multiple tasks simultaneously;
- Initiative, unquestioned integrity, ability to adapt to a changing work environment;
- Understanding of privacy issues and regulations and ability to maintain strict complainant's confidentiality;

**Employment Terms:**

The successful candidate will be offered a one year contract renewable upon satisfactory performance.

**Remuneration**

The successful candidate will earn US \$ 1,000 per month- all inclusive- which can be reviewed upwards upon renewal of contract and satisfactory performance. Remuneration is subject to statutory deductions and taxes.

**Mode of application**

Interested candidates who have the above requirements and believe they meet the above qualifications should submit their applications alongside their CVs, copies of their relevant certificates and testimonials with names and addresses of two referees, email addresses and a day telephone contact to:

**The Secretary General****ISCOS Secretariat**

Nyali, Off Links Road, Near Nyali Health Care  
P O Box 89112 – 80100 (GPO), Mombasa, Kenya  
Tel: +254 722 207940 / +254 20 2332670

Applications can only be sent through our e mail [opportunities@iscosafricashipping.org](mailto:opportunities@iscosafricashipping.org)

Deadline for submission of applications is **Wednesday the 21<sup>st</sup> August 2019, 17:00Hours**. If you do not hear from us one month after the deadline, i.e. by 20<sup>th</sup> September 2019, kindly consider your application unsuccessful.