

Job Description

Position:	Control Tower Manager – Clinical Trials
Department:	Air Freight
Reports To:	Head of Air Freight

Job Purpose:

- Protect and grow Healthcare Clinical Trial Airfreight Product through continuous liaison between the customer and various Bolloré departments / network.

Job Function:

- Manage accounts effectively through multi-level customer contact:
 - Strategic
 - Tactical
 - Operational
- Manage cost control processes in conjunction with the Operations team and the relevant client SOP
- Coordinate with Pan-African and Network Operations and Other Depts. (Legal, Finances, etc) to ensure that the Customer Specific Documentation is maintained:
 - SOP
 - SLA
- Attend to technical requirements in conjunction with the Operations team:
 - Continuous communication of client requirements with the Operations team to ensure performance levels on the accounts are maintained
 - KPI reporting
 - Analyse the buying and selling rates to ensure profitability
 - Managing and communicating the tracking of shipments between the various parties at various points
 - Provide monthly operational report to the Head of Airfreight
 - Communicate development opportunities with the Commercial team
- Daily Operational Tasks:
 - Handling of customer's orders, complaints and queries.
 - To interact with Pan-African Operations and make sure service level Quality is maintained
 - Support with collecting outstanding payments from allocated client base

- Tenders / RFQ's / Estimate/capabilities requests:
 - Support with tenders / pricing and capabilities requests for allocated clients
- New / Extension business:
 - Ensure opportunities for new and / or extension business opportunities are communicated with the commercial team.

Minimum Education and Experience Requirements:

- Matric
- Bachelor's degree, preferably in Business, Marketing, Computer Science, or related discipline
- Knowledge: Must be able to discuss end-to-end supply chain solutions
- Experience: minimum 5 years Healthcare and/or Freight Industry related experience
- English/French languages essential
- Ability to work under pressure and sense of urgency
- Knowledge of Airfreight Operations/DG and IATA Regulations is a plus

1. RULES AND REGULATIONS

- Ensure all work is carried out in accordance with the departmental and company procedure manual.
- Ensure that I understand the Rules and Regulations of all statutory bodies
- Ensure that the Bolloré Logistics Principals are adhered to.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

	Date	Name	Signature
Employee:			
Department Manager:			