



## **COURIER/ E- COMMERCE SPECIALIST**

### **Job Summary**

As a Courier/ Ecommerce specialist working in the **courier** industry, you will be required to oversee day-to-day office **management** tasks, ensuring that all safety regulations are adhered to. As a member of the **management** team, you will be expected to prepare, revise and submit reports, budgets and other documentation as required.

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

- Developing and implementing required procedures and policies in order to continuously improve operational efficiency in courier service.
- Financial responsibility for revenue growth, cost control and overall responsibility for budgetary deliverables in courier operations.
- Market intelligence gathering through monitoring competitor activities and generation and analysis of reports pertaining to the same.
- Responsibility for monthly management review actual against target with direct reports.
- Ensuring that operational procedures are in place to ensure safe collection and dispatch of customer's items and maintenance of data and records thereof.
- Ensuring service levels in terms of delivery and collection are met through monitoring of service levels returns.
- Oversee management of the various operational zones including resource deployment.
- Customer liaison to ensure that services being delivered by the operations team meet the required standards and taking necessary corrective action where necessary.
- Ensuring proper resource utilization and rationalization including human resource and fleet in conjunction with the fleet manager.
- Maintain operation data on daily and monthly transaction for management decision as and when required.
- Participation in budgeting and budget implementation process for the courier services business.
- Submit winning proposals, lead negotiations, and maintain effective business relationships and develop / maintain necessary processes and procedures to ensure effectiveness of the sales focus.
- Ensure the achievement of the maximum quality of services and exceeding Customer expectations.



**The Ideal Candidate:**

- A university degree from a recognized university in a business related discipline.
- At least 5 years' relevant experience senior operational management role.
- Must be commercially aware with a passion for customer service and delivery with very strict timelines.
- Excellent people management and team leadership skills within a dynamic environment.
- Strong operations analytical skills and ability to simplify the complex and continuously identify new opportunities.
- Innovator (creative and resourceful).
- Must be self-motivated and able to work under minimal supervision/direction.

**How to Apply:**

All candidates are strongly encouraged to send their applications and all relevant documentation to [hr@dakscouriers.com](mailto:hr@dakscouriers.com)

**Deadline:** 27th September 2017 by 5:00pm