

JOB ADVERTISEMENT – CARGO SALES AND CUSTOMER CARE SUPERVISOR (Nationals)

JOB TITLE: Cargo Sales & Customer Care Supervisor
DEPARTMENT: Cargo Services
DUTY STATION: Kigali, Rwanda

Job Purpose

The Cargo Sales & Customer Care Supervisor is responsible for managing and supervising the day-to-day cargo sales activities. This includes building relationships with customers and partners, identifying new sales opportunities, and ensuring customer satisfaction.

1. Key Duties and Responsibilities:

a) Team Leadership and Management:

- Lead and supervise the cargo sales and customer care team, providing guidance, support, and mentorship.
- Set performance expectations, establish goals, and monitor team performance to ensure alignment with departmental objectives.
- Conduct regular team meetings, coaching sessions, and performance evaluations to drive continuous improvement.

b) Sales Strategy Implementation:

- Implement sales strategies and initiatives to achieve cargo revenue targets and sales objectives.
- Provide direction and support to the sales team in identifying and pursuing sales opportunities, including new business development and account management.
- Monitor sales activities, pipelines, and performance metrics to track progress and identify areas for improvement.

c) Customer Care Management:

- Oversee the customer care operations, ensuring timely and effective handling of inquiries, requests, and concerns from cargo customers.
- Monitor customer satisfaction levels and service quality, implementing measures to address issues and enhance the customer experience.
- Establish and maintain strong relationships with key customers, addressing their needs and fostering long-term loyalty.

d) Staff Training and Development:

- Develop and deliver training programs for the cargo sales and customer care team to enhance product knowledge, sales skills, and customer service excellence.
- Provide ongoing coaching and feedback to support the professional growth and development of team members.
- Identify training needs and opportunities for skill enhancement, collaborating with HR and training departments as needed.

e) Performance Analysis and Reporting:

- Analyze sales performance, customer feedback, and service metrics to assess team effectiveness and identify areas for improvement.
- Prepare regular reports and dashboards summarizing key performance indicators, trends, and insights for management review on a monthly, quarterly and annual basis.
- Maintain cargo sales records and filling and provide response to audit queries.
- Use data-driven insights to develop action plans and strategies to optimize sales and customer care operations.
- Collaborate with other departments, such as logistics, legal ground operations, and finance, to ensure smooth cargo reports aligned with company policy.
- Monitor expenses and identify opportunities for cost savings
- Reconcile all cargo sales, arrival notice, payments to meet airline standards, that is matching system and physical/hard copies uplift and revenue data.

f) Process Improvement and Optimization:

- Identify opportunities to streamline processes, enhance efficiency, and improve service delivery within the cargo sales and customer care functions.
- Work closely with cross-functional teams to implement process improvements, systems enhancements, and automation solutions.
- Monitor and evaluate the impact of process changes, making adjustments as needed to ensure effectiveness and alignment with business objectives.

g) Compliance and Quality Assurance:

- Ensure compliance with company policies, industry regulations, and quality standards in all aspects of cargo sales and customer care operations.
- Conduct regular audits and reviews to assess compliance levels and identify areas for improvement.
- Implement corrective actions and preventive measures to address non-compliance issues and mitigate risks.

h) Stakeholder Communication and Collaboration:

- Serve as a liaison between the cargo sales and customer care team and other departments, including operations, finance, and marketing.
- Collaborate with internal stakeholders to align strategies, share information, and address cross-functional challenges.
- Represent the department in meetings, presentations, and discussions with senior management and external partners as needed.

i) Continuous Learning and Professional Development:

- Stay informed about industry trends, best practices, and emerging technologies related to cargo sales and customer care service.
- Participate in professional development activities, attend industry conferences, and pursue relevant certifications to enhance knowledge and skills.

j) Customer Relationship Management:

- Cultivate and maintain strong relationships with key cargo customers, serving as a trusted advisor and advocate for their needs.
- Proactively engage with customers to understand their business requirements, address concerns, and identify opportunities for collaboration and partnership.
- Anticipate customer needs and preferences, delivering personalized service and solutions to enhance satisfaction and loyalty.
- Perform any other additional task as deemed by your supervisor.

2. Desired Profile: Required education, Experience, and Abilities:

- Bachelor's degree in Business Administration, Management, Marketing, Sciences or any quantitative field with mathematics background and Logistics.
- Minimum of 4 years in any sales and customer service domains and having this experience in airline cargo sales and customer service domains is an added advantage.
- Proven experience in managing sales teams and delivering exceptional customer service.
- Familiarity with cargo systems, import and export formalities, processes and procedures.
- Experience in managing customer accounts and handling high-value clients is a plus.
- Strong Leadership and team management skills
- Strong connections with freight forwarders, customs agents, and airline partners.
- Strong skills in closing deals, securing contracts, and upselling services.
- Understanding industry trends, competitor strategies, and demand fluctuations.
- Results-driven with strong sales skills
- Strong customer services orientation
- Ability to work under pressure and meet sales targets.
- Familiarity with air cargo operations, logistics, and export and import processes.
- Ability to handle multiple tasks and prioritize effectively.
- Fluency in **English or French** is required, and proficiency in **Swahili** would be a valuable addition.

Working Environment

- Office environment with occasional travel required.
- Ability to work flexible hours, including weekends and holidays, as needed.

3. How to Apply:

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae;
- Copies of Notarized Degree/Diploma certificates;
- Relevant certificates;
- Copies of academic papers;
- A photocopy of the Passport/National ID;
- Three referees

The deadline for submitting application documents (**Only in PDF format**) is **April 04, 2025**. Please apply via the link: <https://erecruitment.rwandair.com/>