

Air Freight Service Quality and Customer Service Manager

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Company: DP World

Location: , , United Arab Emirates

Category: other-general

Purpose:

This role is responsible for the development of the air freight process strategy and its deployment within the DP World Logistics community which includes, process design, alignment and control.

This is to enable consistent service quality, necessary correction and escalation processes.

This role also acts as an interface to the IT and development teams to ensure the pathway to digitalization is managed efficiently and effectively. This includes input to structural and organizational questions.

The Air Freight Service Quality and Customer Service Manager role, supports efforts defining optimized decision making and execution of clearly defined tasks. The role supports system users from a process and digitalization perspective.

This role is responsible for customer service in the individual regions, countries/areas down to branch level.

Customer service acts as the interface between commercial & operations and ensures smooth on-boarding on newly gained businesses and clients and ensures the transfer from sales to operations.

Key responsibilities:

Define air freight processes to ensure service quality

Ensure standardization of processes across the DP World Logistics network.

Analyse processes of existing DP World Logistics organizations and to be acquired

companies and make suggestions to required changes to meet group standards.

Help IT define the necessary workflow changes and systems requirements.

Design reporting and measurement system for service quality.

Define processes and criteria needed to transfer execution to shared service centers.

Support other group entities in developing and executing the digitalization process of air freight.

Define necessary steps and required tools.

Take a high-level approach to ensure long term cost benefits can be realized.

Design and define customer service processes and ensure their quality

Design customer service processes

Define a roll-out and implementation plan across the organization.

Establish a process for minimum requirements when opening new branches.

Ensure training and education.

Define a customer service quality management system.

Define processes and criteria needed to transfer execution to shared service centers.

Qualifications & Experience:

A seasoned professional - Minimum 5 years' management experience within Air Freight Process Management and Digitalization.

Having worked for a freight forwarder but other industries having undergone the transformation may be a benefit.

Successful management of all key stakeholder relationships including shareholders and external government agencies.

Advanced knowledge of logistics processes and security procedures and protocols pertaining to freight forwarding. Focus is on air freight but a sound understanding of the entire logistics industry will be a benefit.

Aware of new developments in the industry including index-based pricing, client carrier contracts around AFFA, marketplaces / platforms, new risk management tools and a clear

understanding of digital transformation

Ability to benchmark with industry to evaluate and assess / manage business operations and opportunities.

Strong negotiator and a self-starter with the ability to adapt to stressful environments by using a sociable but firm approach, as well as engendering trust and integrity.

Strong leadership skills and the ability to motivate, develop and encourage others to positively contribute to business goals and objectives.

High level analytical, conceptual and problem-solving skills.

Strong commitment to client service excellence with the ability to build solid relationships.

Experience in navigating structures, bureaucracies, and decision-making systems of large multinational corporations.

#LI-LP1

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