**1st Jan, 2020.**

Mr. Ndubisi Ivoke,

**DUTIES AS THE HEAD OF SHIPPING/WAREHOUSE MANAGER**

Effective Jan 1st, 2020; the following are duties assigned to you as the Head of Shipping Department for American Air Sea Cargo Group. You will report directly to the Operations Manager.

In this new role, you will in summary:

1. Be tasked to ensure that all aspects of the shipping department is run in the most efficient way, ensuring prompt and fast dispatch of all shipments to customers.
2. Be sure that all team members of the shipping department perform their task with the utmost care to customers items, ensuring that items are always delivered the way customers expect them to be delivered.
3. Make our brands known in the industry and beyond as the most customer centric organization there is in Africa.

Below are more details of what is expected from you. While this is a general outline, you may be required to fill in more roles as needed. Kindly review the duties assigned to you, and should you have any questions, do not hesitate to let me know. If you have no question, please sign in acknowledgment of having received the above details of your new role and expectations and return to me before the 6th of January, 2020.

Good luck.

Yours faithfully,

**American AirSea Cargo Limited**

**DUTIES AS A WAREHOUSE MANAGER**

As the Warehouse Supervisor, you have total control of all operations going on in the warehouse, as well as coordinating the activities of staffs at all times in the warehouse. The key duties expected of you are highlighted below. While these are the main duties, you are to perform any other duties to ensure the warehouse is in good operating order and the company’s operations is in perfect order at all times.

**EQUIPMENTS AND WAREHOUSE SUPPLIES**

1. Oversee the repairs and servicing of all warehouse equipment’s, including forklifts, pallet jacks, trucks, carpentry equipment’s and ensuring all tools needed for smooth operations are in good order always.
2. Ensure that all delivery trucks are in good order at all times, with correct insurance, road worthy documentations always. Ensure that equipment such as forklifts are on a monthly maintenance schedule.
3. Keep an inventory of all tools used in the warehouse and ensure they are kept in the proper location at all times.
4. Monitor packaging materials and send a list of all packaging materials needed in the warehouse at least 3 weeks before they run out and inform the Operations Manager to place orders for items that are needed.
5. Load all received warehouse supplies, in the proper areas and ensure that at any point in time we have enough items to support 3 weeks operation as earlier stated. Once items go below four weeks stock level, prepare a list of needed items and hand them over to the Operations Manager to procure new items.

**EMPLOYEE MONITORING**

1. Receive employee update performance on a weekly basis. Correct any issues and bring it to the notice of the affected employee. Once reviewed, ensure that employee’s daily averages are posted on the general board for all to see. This is necessary so that these averages are reviewed regularly.

**WAREHOUSE CONDITION**

* Review warehouse c ondition on a daily basis, ensuring that everywhere is kept in very clean condition at all times.
* Ensure that all thrash is disposal first thing or last thing on a daily basis. You will ensure that boxes and trash does not litter the exterior of the warehouse.
* Ensure that items are kept in the required spots in the warehouse at all times and that the warehouse is in spot less condition at all times. Hence you are responsible for ensuring the total cleanliness of general areas of the warehouse. The only area exempt is each person’s work area that is the task of each individual person.
* Designate one person as needed to clean up general areas of the warehouse as needed.
* Ensure that the warehouse is locked, and all security measures are in place to ensure the safety and security of all items at all times.

**SHIPMENT UPDATES**

1. Ensure that all export shipments are delivered at the airport within 24 hours of them been dropped off at the warehouse.
2. Ensure that all items brought in from USA are updated in the customers warehouse within 24 hours of been received. This is a requirement that must be met always.
3. Ensure that all customers shipments paid for by 12 noon of a given day are shipped out that same day.
4. Ensure that items to be dispatched are sent out within 24 hours of been received.
5. Ensure that all items on shelves are in proper order by doing a walk round all shelves before the daily 9:30 am meeting. Point out issues noticed to employees to ensure appropriate measure are taken to train employees to ensure these do not continue to happen.
6. Sanction employee who are found not to be performing according to expected standards by giving them a warning letter for such issues as items that are not correctly loaded on the shelves, dirty and disorganized work spaces and ensure disciplinary action is carried out on the staff responsible for such actions.
7. Ensure a signed copy is kept in the employees file for future reference and that a copy is given to the employee.
8. Receive secured items and load them into the secured areas as they are received from package updaters. Hence items are to be loaded into the secure areas as they are received from the packagers, and not in a bunch at the end of the day.
9. Review items loaded on shelves in the warehouse to ensure that proper procedures for loading items on shelves are followed at all times. Where wrong procedures are found, be sure to bring this to the attention of the employee who did those updates.
10. Ensure that team members are trained on the proper procedures for packaging, especially with regards to the following:
    1. Ensuring that no delivery is left behind for all items that are packaged.
    2. Where a delivery is not found, that such packages are not packed but handed over to the supervisor to review. The supervisor then takes the final stand on what is to be done.
11. Ensure that reports of items not seen during packing are handed over to you for further checks.
12. Receive reports from all employees on all issues such as deliveries not seen, items not seen, shipments in the wrong location, or any other issue that prevents packaging from been done speedily and present such reports to the warehouse supervisor immediately.
13. Pull out secured items from the secure shelf, making sure these items are shipped as needed without any been left behind at any point in time.
14. Ensure that all packaged items are scanned correctly at all times and no shipment that has been paid for is ever left behind at any time.
15. Ensure receipts for items been shipped are all copied and ready for ship out documentation as needed.
16. Review all issues of misplaced or missing items with the SQC and decide within 24 hours of such issues been reported if the item is actually missing and send a report on the missing item to the CEO.
17. Ensure that the photo specialist for the PR team is informed any time either an import or export shipment is received so they can come and take pictures of the shipment. In doing this, please ensure that the shipment is orderly arranged by the staff of the shipping department and that the warehouse is in good order so that the pictures or videos appear professionally.

**MEETINGS**

1. Supervise and ensure that daily 8:30 am warehouse meetings hold every day and that all issues reported the day before are fully taken care of and resolved. During the meeting, review all issues reported that concerns the way employees handled various issues and ensure that solutions or needed trainings are done to eliminate these issues. Call the person responsible to ensure the reasons for the issue are found and measures are put in to ensure such does not happen again.
2. Be available for weekly Global Operations meetings from 4pm every Tuesday.

**SOP:**

1. Develop service procedures, policies and standards and ensure these are updated to include new changes and addition as soon as the need arises. This involves an update of the SOP’s when an issue is noticed as well as ensuring that they are up to date on a monthly basis. The updated SOP’s must be submitted to the SQC every month on the last Friday of the month.

**MARKETING**

Sales and marketing is a key role of all employees. While we don’t expect you to be actively in Sales and Marketing, we see areas where you can contribute effectively with minimal effort. We ask all employees to be actively engaged and work with the PR and the marketing team to promote our business on social media. To this end, you are expected to:

* Set your social media apps to notify you once any of our brands make a post on facebook, Instagram and twitter.
* Share, comment or like any of our posts to help drive engagement and reach.
* Participate in the monthly staff engagement exercise to create contents for our social media pages.

**SALES TARGET**

Sales is a key role of all employees. While we don’t expect you to be actively in Sales, we see areas where you can contribute effectively with minimal effort. 2020 is a year to increase sales and run on a lean cost so on that note we expect that in your own bid you are able to contribute your own quota to increasing the companies revenue.

1. Ensure you introduce customers to the organization (Shoptomydoor) who will use our procurement service to the tune of at least #1,000,000 per month.
2. Ensure you introduce customers to the organization (Shoptomydoor) who will use our export service to the tune of at least #300,000 per month.
3. Ensure you introduce customers to the organization (Shoptomydoor) who will ship (air) at least 200kg per month.
4. Ensure you introduce customers to the organization (Shoptomydoor) who will ship at least two containers per month.
5. Ensure you introduce at least 5 new customers to the organization monthly.

**COMPENSATION ON MEETING/FAILLURE TO MEET THE MONTHLY TARGET**

Rewards for meeting targets as well as consequences for not meeting target will be communicated by the HR manager.

**TRAINING**

1. Each of your team members are to go through the following trainings as stipulated.
   1. **Will you do business with you by Jane Handly –** This is to be used for training within the first week of being hired and must be re-watched every quarter.
   2. **Time Management Essentials – How to Increase Your Value by Increasing Your Productivity -** This is to be used for training within the two weeks of being hired and must be redone every 6 months.
   3. **Doubling Your Productivity – How to Manage Your Time and Organize Your Life -** This is to be done within the first 4 weeks of been hired and must be redone every 6 months.

Trainings from the various Heads of Department – These are to be done within the first 3 week of been employed.

* 1. Shipping Department.
  2. Clearing Department
  3. Public Relations and Social Media Department
  4. Legal Department
  5. Export Department
  6. IT Department

A refresher on these specific departmental trainings are to be carried out every 3

months.

**PERSONAL TRAINING**

1. As the leader of the department, you will be taking all the trainings above in point 26. In addition, you will also be taking these extra trainings.
   1. **Thank God Its Monday – How to Build a Team with Passion For Performance –** This is to be done once a quarter.
   2. **Conversation Strategies for Creating Preeminence –** This is to be taken once a quarter.
   3. **Communication Skills That Work –** How to Resolve Conflicts and Increase Cooperation -This is to be taken once a quarter.
2. You are to perform a monthly one-one-one with your direct reports as follows:
   1. A copy of the employee’s job duties are to be printed and you and the employee are to both have a copy.
   2. The employee is to submit a report outlining what has been achieved for the past month on each line of the assigned job duty.
   3. Where a line items was achieved with a 100% rating, that line item is scored 1 point. Where a line item has not been satisfactorily completed within that month, the employee is scored a 0 point.
   4. Where a line item is not achieved with a 100% certainty, a score of 0 is given to that line item. There is no middle score for line items.
   5. Total the score for the month. So if there are 20 line items, and the employee scored 15 out of the 20, the performance score for the month will be 15/20 or 75%.
   6. The result of the one-on-one is submitted to the HR for filling in the employees records.
   7. The reasons why the employee scored a 0 must also be presented to the employee and measures agreed with the employee on how the score is to be changed to a 1 on the next months performance rating.

**ACKNOWLEDGEMENT**

I have reviewed the above and will ensure l meet the targets expected of me.

Name:…………………………………………………………………………………………

Signature and Date:………………………………………………………………………..