1st of April 2020

**Mr. Promise Aberu**

Dear Sir,

**YOUR DUTY AS A SHIPPING OFFICER**

As a shipping officer for American AirSea Cargo Nigeria, you are aware that the company’s core target is to have small, medium and large companies as its principal customers, with the aim of been at worst case, the number three shipping company serving corporate establishments.

Extreme efficiency becomes very important when dealing with these type of customers and errors, delays and other acts that can cause discomfort with these customers will not be tolerated any more. You will need to build and develop yourself to be 101% responsive to your duties, ensuring that all customers are 100% satisfied at all times with our services.

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 and return to me before the 1st of April 2020.

**DUTIES AS A SHIPPING OFFICER.**

1. Ensure that you abide by the company’s core ideology of providing stress free shipping service to customers is well entrenched in you and it becomes a culture that you live by at all times.
2. You are to ensure that the warehouse is well arranged at all time.
3. You are to ensure that the warehouse forklifts are always in good working condition.
4. You are to assist Samuel Omezi during dispatch and to ensure that no error occurs, or any package delayed for dispatch.
5. Ensure that no package or car is damaged during container off-loading.
6. Ensure that all container offloading equipment are always in good working condition and always recommend new equipment if need be.
7. You are to ensure that all equipment needed for effective day to day running of the department are always available.
8. Ensure that you assist in dispatching of shipments via RedStar.

**TARGET**

1. A maximum of 1-hour response to customer service on all issues that they need information on.
2. Ensure that all containers are off loaded within 1:30hs.
3. Ensure that no damaged item is recorded during container offloading.
4. Minimum of 15 shipment to be updated per hour whenever we receive shipment.

**MARKETING TARGET**

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:

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

**SALES/OPERATIONS 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 #500,000 per month.
2. Ensure you introduce customers to the organization (Shoptomydoor) who will use our export service to the tune of at least #200,000 per month.
3. Ensure you introduce customers to the organization (Shoptomydoor) who will ship (air) at least 100kg per month.
4. Ensure you introduce customers to the organization (Shoptomydoor) who will ship at least one container per month.
5. Ensure you introduce at least 5 new customers to the organization monthly.
6. Propose at least 4 suggestions on how the organization can create more awareness and generate more revenue.

**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.

**ACKNOWLEDGEMENT**

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

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

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