1st April 2020

**Mr. Samuel Omezi**

Dear Sir,

**YOUR DUTY AS A SHIPPING OFFICER**

As a shipping officer; 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.

Extreme efficiency becomes very important when performing any task and errors, delays and other acts that can cause discomfort with our 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 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. Ensure that all items received in the Lagos warehouse, are by all cost dispatched on the next business day. Not 24 hours, but by the next business day putting into consideration the shipping options that is Air standard comes before Air basic.
3. Follow up with our UK partner to ensure that operations from UK are working perfect.
4. Follow up with our China partner to ensure that operations from China are working perfect.
5. Ensure that you supervise Obinna to respond to customer service on all request within 30 minutes of receiving such request.
6. Ensure that you work with Obinna to correlate all shipments received from UK/US to confirm that all manifested shipments are received. If any shipment is not received, ensure Obinna communicates that to the UK/US warehouse person, within the same business day and also inform customer service, to enable them follow up with the customer.
7. You are to ensure that no label swapping occurs during dispatching of shipping via RedStar.
8. Ensure that all customers shipments paid for by 12 noon of a given day are dispatched that same day.
9. You are to ensure that RedStar invoice are reconciled not more than first week of every month.
10. Ensure that the details of all shipments shipping out from UK locations are forwarded to the appropriate person for insurance.
11. Ensure that your work station is well arranged at all times.
12. Ensure that no one goes in and out of the warehouse without been searched by the security
13. In my absence, you are to supervise and ensure that every other member of the team works according to our standard operating procedure and that their job roles and target are being met.

**TARGET**

1. Ensure that not more than one delivery delay is recorded in a month.
2. Ensure that you package a minimum of 15 packages per hour whenever we receive shipment from US/UK.
3. Ensure that all UK priority shipments are processed and shipped within 2hours of customers making payment.

**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 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:……………………………………………………………………………