1st April 2020

**Mr. Samuel Okiemute**

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 types 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 all that all export shipment are well packaged at all times.
3. You are to ensure that all export shipment are consolidated and moved to the airport as at when due.
4. You are to ensure that all export manifest are made available to Obinna for update.
5. You are to coordinate dispatch and to ensure that no error occurs or any package delayed for dispatch.
6. Ensure that you respond to customer service on all request within one hour of receiving such request.
7. Ensure that you correlate all shipments dispatched through RedStar and other delivery partners and make it available to the shipping manager at the end of every month.
8. Ensure that all shipments going to partners locations are scanned and ready to be moved to the airport on or before 12noon of the dispatch day.
9. Ensure that export shipments are moved to the airport within 24 hours of receiving it from the export team.
10. Ensure that your work station is well arranged at all times.

**OPERATIONS TARGET**

1. Ensure that all export shipment are handled properly, not more than one error is allowed 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 export commercial invoice and packing list are well created and documented.
4. Ensure that not more than one delivery delay is recorded in a month.

**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 monthly 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:………………………………………………………………………………