JOB DESCRIPTION- BOOKINGS & CUSTOMER SERVICE (PER EXPORTS) MANAGER

Job Title: PER Exports - Bookings and Customer Service Manager	Reports to: General Manager
Department: Bookings & Customer Service (PER Exports)	Job Grade: E (Senior Officer)
Manager: Bookings & Customer Service (PER Exports)	Position Type: Permanent
Direct Supervisee(s).	Bookings & Customer Service Senior Officers (PER Exports) Bookings & Customer Service Officers (PER Exports) Junior Booking & Customer Service Officers (PER exports)
Location: Nairobi	Date: June 2026

Job Purpose

The PER Exports -Bookings & Customer Success (PER Exports) Manager is responsible for overseeing the customer interactions, processing of bookings, and providing comprehensive support to ensure customer satisfaction. The role involves coordinating with the various departments to ensure smooth logistics operations, addressing customer inquiries and issues in a timely manner, and maintaining accurate records for related bookings and transactions.

Key Responsibilities

- Receive, review, and analyse customers' perishable export booking requests, ensuring accurate allocation to the Bookings and Customer Service teams and overseeing seamless execution.
- Lead the planning and coordination of daily, weekly, and seasonal cargo bookings, including capacity negotiations with airlines to meet customer requirements.
- Manage freight enquiries, prepare competitive quotations, and coordinate service delivery with local and international clients.
- Execute carrier bookings through online airline platforms in line with customers' short- and long-term shipping requirements.
- Liaise daily with PER ground handling Operations teams to communicate and manage changes to operational plans and booking schedules.
- Review and approve the final daily booking plan, ensuring all amendments are clearly communicated to Operations.
- Oversee customer communications, ensuring timely, accurate, and professional updates on shipments and service delivery.
- Take part in commercial negotiations with airlines with support from management and develop competitive rate proposals for customers.

- Monitor and supervise all internal and external system updates, escalating anomalies and operational risks to Management.
- Manage and oversee the auto-rating process within the CargoWise system.
- Review and approve daily billing of shipments prior to invoicing by the Finance Department.
- Ensure timely reconciliation of CASS transactions against internal billing records and resolve any discrepancies.
- Coordinate customer meetings, addressing service feedback, complaints, and opportunities for continuous improvement.
- Collaborate with cross-functional teams to ensure customer operational requirements are fulfilled within agreed Service Level Agreements (SLAs).
- Drive revenue growth by ensuring customer rate requests are promptly actioned, followed up, and converted into business opportunities.
- Oversee the preparation and submission of monthly departmental performance reports to Management.
- Prepare and maintain seasonal customer rate cards for management review and approval.
- Develop and implement customer retention strategies through proactive issue resolution and relationship management.
- Work closely with Operations Management to communicate cargo delivery delays to airlines and secure cut-off extensions where necessary.
- Manage cargo claims processes by notifying airlines of shipper claims, submitting claims through airline platforms with supporting documentation, and ensuring timely follow-up in accordance with established procedures.
- Perform any other duties and responsibilities as assigned by Management.

Minimum Knowledge, Qualifications and Experience required for this role

- Bachelor's degree in business related field
- CW1 Certificate- Certified Cargo wise Operator
- Certificate in customer service, air cargo or similar qualification
- Minimum of 3 years working experience in a similar position with good understanding of airline systems
- Proficiency in computer skills &, MS office

Certification/Membership

- IATA Air Cargo Certification
- CargoWise Certification

Role Related Competencies (Behavioural Indicators):

- Attention to detail.
- Proactive
- Excellent communication skills
- Supervisory and team management skills
- Excellent organisational and planning skills
- Ability to multitask and prioritize.
- Ability to work as part of a team in a pressured environment.

- Demonstrate problem solving skills.

Key Performance Indicators

1. Customer Service & Retention

- Customer retention rate: ≥ 95%
- Customer Satisfaction Score: ≥ 90%
- Customer complaints resolved within SLA: ≥ 95%
- Response time to customer enquiries and rate requests: Within 2 hours

2. Bookings & Capacity Management

- Booking fulfilment rate: ≥ 98% of customer bookings secured as requested
- Airline capacity utilization: ≥ 95% of allocated capacity utilized
- Booking accuracy rate: ≥ 99%
- Daily booking plan approval and communication: 100% completed before operational cut-off times
- Emergency/ last minute booking requests successfully accommodated: ≥ 90%

3. Commercial Performance

- Revenue growth from existing customers: ≥ 15% annually
- Rate request conversion ratio: ≥ 70%
- Gross margin achievement against budget: ≥ 100%
- Cost savings achieved through airline negotiations: Target agreed per season
- Seasonal rate card completion and approval: 100% submitted on schedule

4. Operational Excellence

- Shipment execution success rate: ≥ 98%
- Operational disruptions attributable to booking errors: < 1%
- On-time communication of booking changes to Operations: 100%
- Cut-off extension requests successfully secured when required: ≥ 90%

5. Billing & Financial Controls

- Billing accuracy rate: ≥ 99.5%
- Daily docket approval turnaround: 100% within same business day
- CASS reconciliation completion: 100% within agreed timelines
- Billing discrepancies identified after invoicing: < 1%

6. Systems & Compliance

- CargoWise data accuracy: ≥ 99%
- Auto-ration management accuracy: ≥ 99%
- System anomalies escalated within 24 hours: 100%
- Compliance with SOPs and audit requirements: 100%

7. Claims Management

- Claims filed within airline-required timelines: 100%
- Average claims processing turnaround time: Within established SOP
- Claims documentation accuracy: 100%
- Claims recovery success rate: Target as agreed with Management

8. Leadership & Reporting

- Monthly departmental reports submitted on time: 100%
- Team productivity targets achieved: ≥ 95%
- Employee performance reviews completed on schedule: 100%
- Staff training and coaching sessions conducted: Minimum 1 per quarter

Key Relationships	
Relationships	Internal staff, Customers, Suppliers/vendors

Approvals	
Reviewed by: Director Supervisor	Signature:
Reviewed by: HR & Administrative Assistant	Signature:
Reviewed by: General Manager	Signature:
Received and Accepted by Jobholder	Name: Signature: Date: