JOB DESCRIPTION- BOOKINGS & CUSTOMER SERVICE OFFICER (PERISHABLES EXPORTS- PER EXPORTS)

Job Title: Bookings & Customer Service Officer (PER EXPORTS)	Reports to: Bookings & Customer Service Manager (PER EXPORTS)
Department: Bookings & Customer Service - PER Exports	Grade: C (Officer)
Head of Department: Bookings & Customer Service Manager (PER EXPORTS)	Position Type: Contract
Direct Supervisee(s). Bookings & Customer Service Junior Officers	Bookings & Customer Service Junior Officers Bookings & Customer Service Interns
Location: Nairobi	Date: September 2026

Job Purpose

The Booking & Customer Service Officer (PER Exports) is responsible for managing customer interactions, processing bookings, and providing comprehensive support to ensure customer satisfaction and retention. The role involves coordinating with the various departments to ensure smooth bookings operations, coordination with airlines and customers on bookings, addressing customer inquiries and issues, and maintaining accurate records for bookings and related transactions.

Key Responsibilities

- Make periodic online carrier bookings in line with customers' short- and long-term requirements.
- Prepare and share weekly Booking sheet with all AWBs indicated to all customers with this requirement 2-3 days before shipping date.
- Processing, coordination, and confirmation of daily/weekly bookings put across by customers.
- Communicate with carriers, secure booked space and ensure timely communication of any changes with the customer and all other parties involved.
- Preparation and distribution of the daily final booking sheet, with all the changes highlighted to the operations team. Daily coordination with the operations teams on the ground on any changes with the day's plan.
- Coordinate with the documentation teams to ensure right documents are processed for the different shipments, and pre-alerts are sent on time.
- Ensure requested rates by customers are pre-approved and sent out and followed up when required, and converted into business.
- Manage shipment movement from origin to destination, giving regular updates on any changes to ensure customers' satisfaction.

- Carry out waybill stock management and reconciliation.
- Coordinate with other teams to ensure all customer operational needs are met when needed.
- Inform airlines on any claims received from shippers in a timely manner and send relevant documents. Follow up claims in line with standard operating procedures.

Cargo wise related roles:

- Create bookings from the **CONSOL** module.
- Import flights from the Global Flight Schedules.
- Create shipments as AGT (on consol details) and ASM (on shipment type) as guided
- Create the necessary sub-shipments for each consol shipment and ensure that the **Sending** and **Receiving** agents are correctly updated.
- Manually update ATAs (Actual Time Arrivals) for flight systems not synchronized with Cw1.
- Timely invoicing/ auto-rating for all shipments on Cargo wise.

Minimum Knowledge, Qualifications and Experience required for this role

- Diploma in a Business-related field or equivalent
- CW1 Certificate -Certified Cargo wise Operator
- Certificate in customer service, air cargo or similar qualification
- Minimum of 2 years working experience 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.
- Excellent communication 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.
- People management skills

Key Performance Indicators	
• Accuracy of processed bookings • Customer satisfaction through effective communication and prompt resolution of issues. • Maintain accurate documentation. • Average time taken to close a booking from initial contact. • Customer retention rate • Revenue generated from cross-selling to existing customers	
Key Relationships	
Relationship	Internal staff, Customers Suppliers/vendors, Airlines

ROLE ACCOUNTABILITY

The Officer is accountable for accurate and timely execution of assigned bookings, customer communication, shipment visibility, CargoWise updates, waybill control and claims coordination. Maintain auditable records, promptly escalate exceptions, and coordinate with Operations, Documentation, Pricing, airlines and customers to protect service commitments.

KPI SCORECARD & PERFORMANCE MEASUREMENT

KPI / Performance Area	***Measurement***	***Proposed Target***	***Review***
Booking accuracy	Correct bookings ÷ bookings audited by line manager (customer instructions, AWB, destination, commodity, flight)	≥ 99.5%	Weekly / Monthly
Booking confirmation turnaround	Complete requests confirmed or status-updated within agreed SLA	≥ 95% within 2 business hours / agreed SLA	Weekly
Capacity confirmation & schedule updates	Capacity and material changes communicated before operational cut-off	≥ 98% on time	Weekly
Booking sheet timeliness	Daily / Weekly sheets issued in line with Customer specific SLA	≥ 98% on time	Weekly
Documentation / operations coordination	Required shipment information passed to teams within internal cut-off	≥ 98% on time	Weekly
Customer shipment updates	Milestone and disruption updates within customer-agreed frequency	≥ 95% SLA compliance	Monthly
Customer query / complaint response	Queries acknowledged within SLA; complaints logged, escalated and tracked	≥ 95% within 1 business hour; 100% logged/escalated	Monthly

Claims notification & follow-up	Airline notified with supporting documents within SOP timeline	100% within SOP timeline	Monthly
CargoWise data accuracy & quality	Consol, shipment, sub-shipment, agents, flight/ATA and shipment type complete/accurate	≥ 99% accuracy; 100% required fields	Monthly
CargoWise invoicing / auto-rating	Eligible shipments invoiced/auto-rated within billing cut-off	≥ 98% within 1 business day of trigger	Weekly / Monthly
Waybill stock control	Stock movement recorded and reconciled; variances investigated	100% monthly reconciliation; zero unexplained variance	Monthly
Customer retention	Retained assigned active accounts ÷ active accounts at period start	Quarterly baseline; target set with Manager	Quarterly
Cross-sell / rate conversion support	Approved rates offered followed up; conversions recorded through BD	≥ 95% follow-up within 1 business day; revenue target set quarterly	Monthly
Operational handover quality	Booking changes, special handling instructions and exceptions handed over accurately	≥ 98% complete and on time	Weekly

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