



## **JOB TITLE: Country Manager - Tanzania**

EX250018H Dar es Salaam, Dar es Salaam, P. O. Box 3405,  
Tanzania, United Republic of DHL (Tanzania) Ltd.

IT'S NOT JUST AN OPPORTUNITY TO GET ON THE CAREER LADDER.

IT'S AN OPPORTUNITY TO HELP THE WORLD GET ON TOGETHER

Why do people call us the world's most international company? Is it because we operate in more countries than any other logistics provider? Is it because we invented cross border shipping over 45 years ago? Or is it, perhaps, because what we do connects people across the world. And the more we can connect people, the better life on earth becomes.

We love our role in the world. And we're looking for the right people to help us maintain – and grow it. People like you.

### **Role Context**

To manage, develop and expand the express business in Tanzania, providing direction and leadership, ensuring profitable growth, satisfactory cash flow, enhance market leadership and be acknowledged as the provider of Industry leading service standards. Delivering great results without compromising on Respect.

### **Key responsibilities**

- Enable and manage the achievement of service performance that exceeds customer expectations and differentiates DHL from the competitors.
- Liaise with key and strategically important customers at the appropriate level to ensure customer retention, development and growth of new business.
- Create, maintain and develop a favorable DHL image with its various influential audiences such as customers, business partners, industry bodies, trade bodies, trade unions and government/ regulatory bodies to facilitate the company's growth and development.
- Ensure that the annual business plan including revenue, cash flow, profit and service levels are met and corrective action is taken to rectify any negative variance.
- Determine local tactical plans, aligned with regional and global strategy and market approach within overall regional and global context.
- Provide strong leadership to ensure agreed strategies and goals are communicated and effectively implemented.
- Contribute to the regional direction, ensuring that local environment factors are taken into consideration in the setting of strategies and policies.
- Ensure revenue yield enhancement and market share growth through development.
- Actively monitor the market, ensuring full awareness of competitor strategies and actions.
- Continually review and improve business processes to improve productivity and add value to DHL services.
- Ensure the financial well being of the company from a legal, statutory and DHL management perspective.
- Improve liquidity through good capital and debtor management.
- Plan and implement corrective actions to improve service and transit time performance whilst managing costs.
- Determine country organization structure, roles and responsibility and performance targets and goals.
- Manage the allocation of appropriate resources and commitment of staff to the achievement of Global, Regional cluster and Country objectives and targets.

## **Minimum Requirements**

### **Education & experience**

- University degree and relevant commercial / business qualifications.

- Significant experience in Senior management or General management experience in the express / logistics / aviation industry or within similar service related businesses.
- Broad understanding of all functional aspects of the business and sound experience managing a complete Profit and Loss entity of relatively similar size.
- High degree of business acumen and understanding of the external economic environment and how this may affect DHL's short and long term planning.
- Exceptional leader and motivator of people that displays exceptional DHL leadership attributes.
- Must be able to Speak and Write fluently in English & French

**APPLY HERE**