



Job Description

Identification No	IMS-EJS/MD/FIN/HRADM/T/001	Revision Number: 00
Date of Issue	02-01-2026	Revision Date: 01-05-2026

Job Title: Commercial Lead
Department: Commercial
Reports To: Managing Director

Job Summary

The Commercial Lead is responsible for driving revenue growth, customer acquisition, and strategic business development for the clearing and forwarding company. The role oversees commercial operations related to freight forwarding, customs clearance, logistics solutions, transportation coordination, warehousing, and client relationship management.

The Commercial Lead develops and executes sales strategies, manages key accounts, negotiates contracts with clients and shipping partners, ensures profitability of logistics services, and strengthens the company's market position in import/export logistics and supply chain services.

The role requires strong knowledge of international trade, customs procedures, shipping documentation, freight operations, and East African logistics corridors.

Main Duties & Responsibilities

1. Business Development & Sales

- Identify and secure new business opportunities in clearing and forwarding services
- Develop sales pipelines for:
 - Customs clearance
 - Freight forwarding
 - Transit cargo
 - Warehousing
 - Transportation services
 - Project cargo
 - Port logistics
- Build relationships with oil&gas companies, importers, exporters, manufacturers, NGOs, mining companies, and government institutions
- Prepare commercial proposals, RFQs, quotations, and tender documents
- Conduct client presentations and commercial negotiations
- Achieve monthly and annual sales/ revenue targets

2. Client Relationship Management

- Manage key strategic accounts and maintain strong customer relationships
- Ensure high customer satisfaction and service delivery standards
- Resolve client complaints and operational escalations

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- Conduct regular business reviews with customers
- Identify opportunities for upselling and cross-selling logistics services

3. Commercial Strategy

- Develop and implement commercial growth strategies
- Analyze market trends, competitor activities, and pricing structures
- Recommend new logistics products and services
- Support expansion into regional markets including:
 - Uganda
 - Kenya
 - Mozambique
 - Angola
 - South Africa
- Develop pricing strategies that maximize profitability while remaining competitive

4. Freight & Logistics Coordination

- Work closely with operations teams to ensure efficient cargo movement
- Coordinate with:
 - Shipping lines
 - Airlines
 - Port authorities
 - Customs officials
 - Transporters
 - Warehouse providers
- Monitor shipment performance and turnaround times
- Ensure smooth handling of import/export shipments

5. Tender & Contract Management

- Lead tender identification and submission processes
- Negotiate commercial contracts and service agreements
- Review Service Level Agreement and pricing terms
- Ensure contracts comply with regulatory and operational requirements

6. Financial & Commercial Performance

- Monitor revenue, gross margins, and profitability
- Prepare sales forecasts and commercial reports
- Track KPIs and customer performance metrics
- Ensure timely invoices and support debt collection processes
- Control pricing approvals and discount structures

7. Regulatory & Industry Compliance

- Maintain knowledge of:
 - Customs regulations
 - TRA procedures
 - Port operations
 - EAC transit regulations
 - International trade compliance
 - Mining Regulations
 - PURA Regulations
- Ensure commercial activities comply with company policies and legal requirements
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8. Team Leadership

- Lead and mentor the commercial/sales team
- Set performance targets and KPIs
- Conduct training and coaching
- Coordinate closely with operations and finance departments

KPIs for a Commercial Lead

KPI	Target
Revenue Growth	TZS 250M/month
Gross Margin	≥25%
New Clients	5 per quarter
Customer Retention	90%
Tender Win Rate	40%
Debt Collection	<45 debtor days
Customer Satisfaction	95% satisfaction
SLA Compliance	95%

Approval and Signature

Approved by:	Human Resource Coordinator
Signature:	
Date:	01-May-2026



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Employee Acknowledgement and Signature

I, ANNIE PAMELA MNGODO, acknowledge that I have read and understood the duties, responsibilities, and requirements outlined in this Job Description for the position of Front Desk Officer. I agree to perform my duties to the best of my ability and comply with the company's policies and procedures.

Employee Name: ANNIE PAMELA MNGODO

Employee Signature: 

Date: 01/05/2026