



## Job Description

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

**Job Title:** Account Lead

**Department:** Operations

**Reports To:** Operations Manager

### Job Summary

The Account Lead is responsible for managing a portfolio of key client accounts within the business. The role ensures seamless coordination of import and export shipments, compliance with customs regulations, efficient cargo movement, accurate documentation, and high-quality customer service. The position acts as the strategic link between clients and internal operational teams, ensuring service delivery excellence, customer retention, and revenue growth.

### Main Duties & Responsibilities

#### 1. Strategic Client Account Management

- Manage and develop assigned key accounts to ensure long-term business relationships
- Serve as the primary escalation point for clients regarding all logistics and shipment-related matters
- Conduct periodic business reviews with clients to assess performance, service levels, and improvement opportunities
- Understand client supply chain requirements, seasonal trends, and shipping volumes
- Develop accounting strategies to improve customer satisfaction and profitability

#### 2. End-to-End Shipment Oversight

- Oversee the full lifecycle of shipments including booking, documentation, customs clearance, port handling, transportation, and final delivery
- Coordinate with shipping lines, airlines, freight agents, transporters, and warehouses
- Monitor shipment schedules and ensure timely arrival and departure of cargo
- Track and proactively manage shipment milestones to prevent delays
- Ensure accurate execution of import/export instructions from clients

#### 3. Customs Clearance & Regulatory Compliance

- Ensure all import/export documentation (invoices, packing lists, certificates of origin, permits) is accurate and compliant
- Liaise with customs authorities, port authorities, and regulatory bodies

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- Ensure compliance with local customs laws, international trade regulations, and tax requirements
- Handle customs inspections, cargo examinations, and dispute resolutions
- Stay updated on changes in customs procedures, tariffs, and trade policies

#### **4. Operational Coordination & Issue Resolution**

- Work closely with operations and clearing teams to resolve shipment bottlenecks
- Identify and resolve delays, demurrage issues, documentation errors, and cargo discrepancies
- Manage escalation of critical operational issues and ensure timely resolution
- Coordinate recovery plans for delayed or disrupted shipments
- Maintain clear communication between clients and internal teams

#### **5. Financial Management & Account Control**

- Review and validate client invoices before issuance
- Monitor job costing, profitability, and margins per account
- Ensure timely billing and accurate cost allocation for shipments
- Track client credit limits and coordinate with finance on payment follow-ups
- Support reduction of outstanding debts and improve cash flow from accounts

#### **6. Business Development & Revenue Growth**

- Identify opportunities for upselling and cross-selling logistics services (warehousing, inland transport, insurance, packaging, etc.)
- Support tender submissions, quotations, and pricing negotiations
- Contribute to retention of high-value clients through service excellence
- Participate in acquiring new business within assigned sectors when required

#### **7. Reporting & Documentation**

- Maintain accurate records of shipments, client communications, and service issues
- Prepare regular performance reports for management and clients
- Track KPIs such as shipment turnaround time, cost efficiency, and client satisfaction
- Ensure proper archiving of shipping and customs documents

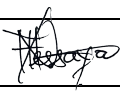
#### **Key Performance Indicators (KPIs)**

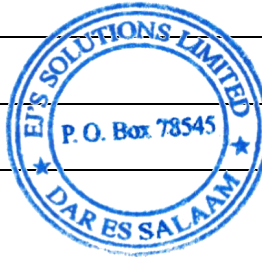
- On-time delivery rate of shipments
- Customer retention rate
- Revenue growth per account
- Accuracy and compliance of documentation
- Average resolution time for shipment issues
- Client satisfaction and feedback scores
- Reduction in demurrage and detention costs

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## Approval and Signature

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



## Employee Acknowledgement and Signature

I, KELVIN GEOFREY 'KILEO, 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: KELVIN GEOFREY 'KILEO

Employee Signature: 

Date: 01/05/2026

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