



RAA LIMITED

Warehouse 1A, Ideal Ceramics Compound ICD Road, Nairobi Kenya.

DELIVERY SUPERVISOR

Job Title: Delivery Supervisor

Position: 2

Company: RAA LIMITED

Location: MSA ROAD - Nairobi

Job Type: Full-time

About Us:

RAA LTD is one of the country's leading distributors, built on a strong foundation with talented people ready to serve you from FMCG to Pharmaceuticals. We are the first to set a footprint throughout the country covering all major towns. Our passion drives us, and our values empower us.

Job Summary:

The Delivery Supervisor at RAA LTD will play a crucial role in supporting the Warehouse Manager and the Operations Manager in the day-to-day delivery operations.

This position involves supervising the loaders and drivers during the delivery of goods to the customers while innovative ways to optimize routes and ensure deliveries are completed on time and within budget.

Key Responsibilities:

- Develop and maintain customer relationships by providing exceptional service and support.
- Monitor daily delivery schedules and address any delays or issues.
- Ensure accuracy of orders by verifying product information and quantity.
- Load and unload delivery vehicles and inspect for proper loading and offloading techniques.
- Perform regular maintenance and safety checks on delivery vehicles to ensure they are clean and functioning properly.
- Maintain records of deliveries, invoices, and other required documents.
- Communicate with customers regarding delivery times, delays, and other customer service related issues.
- Resolve customer complaints in a professional and timely manner.
- Follow established safety regulations for handling and delivering goods.
- Comply with company policies and regulations at all times.



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Qualifications:

- Proven experience as a Delivery Supervisor preferably in an FMCG or similar industry.
- High school diploma or equivalent; a bachelor's degree is a plus.
- 2 to 3 years of progressive experience as a Delivery Supervisor or in a similar supervisory role within a warehouse setting.
- Strong time management and organizational skills.
- Ability to work independently and as part of a team
- Professional and courteous attitude
- Excellent communication skills (verbal and written)
- Ability to multi-task and prioritize workload
- Good problem-solving and decision-making skills
- Knowledge of relevant regulations and safety guidelines
- A good understanding of customer needs and expectations
- Ability to work efficiently and effectively under pressure
- Excellent organizational and time management skills
- Strong interpersonal and negotiation skills
- Ability to work in a fast-paced environment

RAA LIMITED is an equal opportunity employer and is committed to creating an inclusive workplace that values diversity. We encourage applications from candidates of all backgrounds and experiences.

If this sounds like you please share your CV indicating the region as part of the subject to humanresource@raalimited.com on or before 15th January 2025

