

Job Title: **M&R Control Officer**

Reports to: Equipment and Logistics Manager

Location: Belize City

General Purpose of Position:

The M&R Control Officer supports logistics tasks to achieve proper equipment rotation, ensures the availability of equipment, and optimizes tracking updates to provide visibility and follow-up on the status of containers within the country. This will aid in decision-making for the benefit of the company.

This position plays a crucial role in the logistics chain by ensuring the timely availability of equipment as per customer requests, thus fulfilling the maximum number of bookings. Additionally, ensure that tracking information is accurate to avoid undue demurrage charges and maintain precise tracking information.

The M&R Control Officer position has growth potential within the company, offering opportunities to develop skills in supply chain management, problem-solving, and team leadership. Over time, the position holder could aspire to supervisory or managerial roles in logistics and transportation.

Key Responsibilities

- **Evacuation of Empty Containers and Carousel**
 - Coordinate with depots, port agents, terminals, and transport to move empty containers for evacuation to the vessel and repositioning equipment from terminals. This includes creating bookings for empty containers, Empty Repo, Freight order, splits to RO, etc.
- **Sending AVG Time Gap to Depots and Tracking Control**
 - Follow-up and send KPIs of tracking updates to suppliers to achieve improvements and demand action plans, review the EDI Control Tool and request updates from GBS to achieve the update gap goals.
- **Preparing Reports and Export Projections for Depots**
 - Send reports to both the direct manager and the regional office, such as equipment forecasts, stock, equipment availability report, container sales, surplus, vessel closures, evacuations, etc. Also collaborate with other departments' inquiries regarding logistics activities such as claims, disputes, delays, tracking inquiries and corrections, etc.
- **Customer Service**
 - Attend to customer requests regarding equipment rescues, container assignments for export, depot management, claims, equipment rejections, delivery and reception inquiries at depots, etc. This communication with customers can be via email, calls, WhatsApp, etc.
- **Support for M&R**
 - Support the M&R area as required, sending repair projections to depots, pressuring depots to repair and apply FIFO for repairs, generating cost reports, savings plans, managing and recovering costs for damaged or total loss equipment, etc.
- **Inventory Management and Equipment Rotation**
 - Ensure proper and efficient equipment rotation and all activities this requires, such as inventory reconciliations, managing FIFO application at depots, demanding that depots reflect the real status of units in inventories, ensuring inventories are sent on time and correctly, and monitoring that equipment does not remain longer than allowed by customs.
- **Container's Sale and Off Hire/On hire**

- Maintain contact with container purchase customers, seek new customers to achieve established goals, and support customer requests for the nationalization of containers, including letters, customs reports, etc. Also, manage the delivery of off-hire containers with leasing companies and coordinate the delivery with depots and any additional required information or documentation.

Job Requirements

Education & Experience Requirements:

- Associate degree in Logistics, Supply Chain Management, Business Administration, Maritime Studies, or a related field.
- 2–5 years of experience in transport logistics, equipment control, fleet management, shipping, or supply chain operations. Exposure to customer service in logistics, including handling claims, disputes, and tracking inquiries, and familiarity with port operations is a plus.

Technical & Soft Skills Requirements:

- Familiarity with the MS Office Suite (Word, Excel, PowerPoint).
- Must have a good working knowledge of English (reading, writing, speaking).
- Effective and assertive communication skills.
- Customer service orientation and vocation.
- Ability to work under pressure and meet tight deadlines.
- Analytical skills and attention to detail.
- Knowledge of logistics and transportation principles.
- Ability to make quick and effective decisions when necessary.
- Adaptability to dynamic workdays and ability to manage rapid changes in operational conditions.