



## About Us

Zambia Cargo and Logistics Limited (ZCL) is a regional logistics service provider and wholly owned by the Government of the Republic of Zambia through the Industrial Development Corporation (IDC). ZCL operates dry ports in Dar Es Salaam, Tanzania and Walvis Bay, Namibia. The company also has a regional freight forwarding office in Ndola, Zambia and is present at various border points.

## **JOB TITLE: Human Resources and Administration Manager**

### **Job Summary**

Zambia Cargo & Logistics Ltd (ZCL) is seeking a highly qualified and experienced Human Resources and Administration Manager to lead the HR and administrative functions of the organization. The role will be responsible for developing and implementing HR strategies, managing employee relations, overseeing recruitment, ensuring compliance, and coordinating all administrative operations to support organizational efficiency and growth.

### **Responsibilities for the Role**

- Develop and implement HR strategies, policies, and procedures that align with the company's goals and objectives
- Oversee the recruitment and selection process, ensuring the company attracts and hires top talent

- Manage employee onboarding, training, and development programs to enhance skills and capabilities
- Lead performance management processes, including setting objectives, conducting appraisals, and addressing performance issues
- Oversee compensation and benefits programs, ensuring competitive and equitable offerings that attract and retain employees
- Develop and manage employee engagement initiatives to foster a positive work environment and reduce turnover
- Act as the primary point of contact for employee relations issues, including conflict resolution, disciplinary actions, and grievances
- Ensure compliance with labor laws and company policies, mitigating risks and maintaining a fair and respectful workplace
- Conduct investigations into employee complaints or misconduct, making recommendations for appropriate actions
- Oversee the management of office facilities, ensuring a safe, clean, and well-maintained working environment
- Manage relationships with external vendors and service providers, negotiating contracts and ensuring quality service delivery
- Supervise administrative staff, including office managers, receptionists, and facilities personnel, ensuring efficient and effective operations. Implement and manage office policies and procedures to ensure smooth day-to-day operations
- Coordinate with the IT department to ensure proper functioning of office equipment and technology
- Ensure compliance with all employment-related regulations and company policies, including health and safety standards
- Develop and implement HR policies that are compliant with local and international labor laws
- Manage the company's risk related to human resources, including monitoring legal developments and advising on necessary policy changes
- Oversee the maintenance of employee records, ensuring confidentiality and compliance with data protection regulations
- Oversee health and safety training for employees, ensuring awareness and adherence to safety protocols
- Manage workplace health and safety programs, including incident reporting and investigation

- Prepare and present HR and administrative reports to senior management, including metrics on turnover, recruitment, and employee satisfaction
- Analyze HR data to identify trends and make recommendations for improvements
- Manage HR and administrative budgets, ensuring cost-effective use of resources

### **Minimum Acceptable Qualifications**

- Bachelor's degree in Human Resources, Business Administration, or a related field
- Master's Degree in Public Administration, Human Resources Management or equivalent from recognized institutions
- 7+ years of experience in HR and administration roles, with at least 5 years in a managerial position, preferably within the logistics, transportation, or supply chain industry
- Proven experience in employee relations, recruitment, performance management, and HR policy development
- Experience in managing administrative functions such as office management, facilities, and vendor relations.

### **How to Apply**

Send the cover letter and your email subject must read “Application for Human Resources and Administration Manager”

Attach your CV and copies of your certificates to [recruits@zamcargo.co.tz](mailto:recruits@zamcargo.co.tz)

**Deadline for application:** 07th December, 2025.

**Note:** Only shortlisted candidates who meet the criteria shall be contacted.