



JOB TITLE: ELC Warehouse Agent

AV-377084

Location: Dar es Salaam, Dar-es-Salaam, Tanzania

Overall Role Purpose

The Warehouse Agent is responsible for day-to-day warehouse activities within the Express Logistics operation. This role ensures accurate receiving, storage, picking, packing, and dispatch of customer

Orders, as well as inventory management, while maintaining high standards of safety, quality, and productivity. The Warehouse Agent will communicate with customer operations stakeholders and must

Be able to resolve queries and support seamless fulfillment operations to deliver an excellent customer experience. Maintain day-to-day contact with operations management, especially the gateway and ground operations.

Inbound Operations

- Receive incoming stock from suppliers and verify quantities against delivery notes.
- Inspect goods for damage, discrepancies, or quality concerns and escalate where required.
- Accurately label, sort, and store inventory in designated warehouse locations.
- Update inventory systems to ensure real-time stock accuracy.

Inbound Operations

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Order Fulfilment (Picking & Packing)

- Pick customer orders accurately according to system-generated pick lists.
- Pack products following company packaging standards to prevent damage during transit.
- Ensure all orders meet quality checks and fulfilment SLAs before dispatch.
- Assist in managing order exceptions, replacements, or returns.

Outbound Operations

- Prepare parcels for courier collection, including scanning, manifesting, and staging orders.
- Ensure correct documentation accompanies all outbound shipments.
- Coordinate with Last Mile partners/couriers for timely handover.

Inventory Control

- Participate in regular stock counts, cycle counting, and inventory audits.
- Report stock discrepancies, low inventory levels, or issues affecting order fulfilment.
- Maintain warehouse organization and proper stock rotation (FIFO/FEFO).

Health, Safety, and Compliance

- Maintain a clean, safe, and organized work environment.
- Follow all warehouse safety policies, including equipment handling procedures.
- Adhere to company compliance, security, and operational standards.
- Report hazards, near misses, or unsafe conditions immediately.

General Support

- Assist with process improvement initiatives to increase efficiency and accuracy.
- Operate warehouse equipment (e.g., pallet jacks, scanners, trolleys) safely and responsibly.
- Support cross-functional tasks and other warehouse areas when required.

- Maintain a good relationship with all customers by ensuring that every contact is a demonstration of absolute dedication towards providing customers satisfaction.

Skills / Qualifications

- Bachelor's Degree or equivalent experience/qualification
- More than 2 years (job related experience)
- Computer Skills, Microsoft office application
- Ability to communicate effectively
- Prior warehouse, logistics, or e commerce fulfilment experience preferred.
- Familiarity with warehouse management systems is an advantage.
- Forklift licence and ability to operate material handling equipment safely
- Basic understanding of inventory and order fulfilment processes.

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