

KEY RESPONSIBILITIES

1. Perform standardized processes and activities to support effective and efficient shipment planning and execution.
2. Monitor shipments within the assigned geographical area at load and discharge ports, and regularly update corporate systems to record shipment progress, identify issues, and escalate them as required.
3. Support communication and information exchange with Country Offices, shipping lines, freight forwarders, port authorities, and other supply chain stakeholders to facilitate the smooth execution of shipping operations.
4. Research, compile, and present information in standard formats (e.g., corporate reports, internal performance reviews, supplier performance reviews) to support informed decision-making by Shipping Associates and Shipping Officers and ensure consistency in information shared with stakeholders.
5. Update and maintain relevant databases and records, ensuring that information related to contracts, shipments, payments, pipeline activities, and other shipping operations is accurate, organized, accessible, and supports reporting requirements.
6. Support risk mitigation activities by reviewing and verifying shipment data and documentation, identifying discrepancies, and escalating issues to the Shipping Associate or Shipping Officer as appropriate.
- . Respond to a variety of queries and requests for support, following established procedures and seeking guidance when required, to ensure timely and accurate resolution.
8. Maintain an efficient filing system for shipping documents and records, ensuring that all shipment-related documentation is accurately filed, up to date, easily accessible, and retained in accordance with corporate procedures and audit requirements.
9. Contribute to emergency preparedness and response activities by following established procedures and supporting the timely movement of food and other humanitarian supplies during emergencies.
10. Carry out any other related tasks and responsibilities as assigned by the Line Manager to support the effective implementation of shipping and supply chain operations.

DESIRED EXPERIENCES FOR ENTRY INTO THE ROLE:

- Experience in shipping, logistics, customs clearance, transport operations, or a related field.
- Experience monitoring shipments and maintaining accurate records in logistics or supply chain systems.
- Experience compiling data and preparing routine reports using standard formats.
- Experience using corporate databases and systems to track shipments, contracts, payments, pipeline information, and inventory.
- Experience liaising with logistics service providers and internal stakeholders to facilitate day-to-day shipping operations.

- Experience checking shipping documentation and identifying discrepancies for escalation to supervisors.
- Experience providing administrative and operational support in a logistics or supply chain environment.
- Experience working in multicultural teams and supporting emergency or humanitarian logistics operations is desirable.

STANDARD MINIMUM ACADEMIC QUALIFICATIONS:

Education: A post-secondary certificate or diploma in a relevant field with at least two (2)

years of relevant professional shipping experience.

Language: Fluency (level C) in French and intermediate knowledge (level B) of English, or

fluency (level C) in English and intermediate knowledge (level B) of French.

Terms & Conditions

Position: Business Support Assistant (Shipping)

Contract: Service Contract (SC4)

Duration: 12 Months

Location: Douala - Cameroon

WFP LEADERSHIP FRAMEWORK

WFP Leadership Framework guides to the common standards of behavior that guide HOW we work together to accomplish our mission.

[Click here to access WFP Leadership Framework](#)

REASONABLE ACCOMMODATION

WFP is committed to supporting individuals with disabilities by providing reasonable accommodations throughout the recruitment process. If you require a reasonable accommodation, please contact: global.inclusion@wfp.org