



VACANCY: ASSISTANT BRANCH MANAGER

DUTY STATION: WINDHOEK

ABOUT THE ROLE

The Assistant Branch Manager will support and deputise the Branch Manager in all aspects of branch operations, personnel management, and service delivery. This role involves direct oversight of staff, operational fleet management, and acting as the first point of contact for branch-level HR administration. The successful candidate will ensure smooth operational continuity in the absence of the Branch Manager.

REPORTING TO

- The Assistant Branch Manager will report to the Branch Manager (Windhoek)

KEY RESPONSIBILITIES

Branch Operations

- Oversee daily branch activities and ensure compliance with SOPs and service standards.
- Coordinate driver schedules, route planning, and delivery optimisation.
- Manage operational readiness and shift handovers.

HR Administration & People Management

- Handle employment contracts, staff leave tracking, disciplinary matters, and overtime monitoring.
- Ensure staff performance, discipline, and attendance at regular toolbox talks.
- Coordinate onboarding, training, and policy compliance with HR.

Fleet Management

- Implement preventative maintenance programmes and manage servicing schedules.
- Liaise with suppliers for cost-effective servicing and repairs.
- Generate fleet performance and cost reports.

Customer Service

- Address escalated complaints promptly and maintain high client satisfaction.
- Guide customer-facing teams to deliver excellent service.

Compliance & Reporting

- Ensure compliance with customs regulations, health & safety standards, and internal policies.
- Prepare reports on operations, fleet, finance, and customer issues.
- Oversee petty cash and COD reconciliations.

MINIMUM REQUIREMENTS & SKILLS

Minimum Requirements

- Grade 12 (Diploma/Degree in Logistics, Business Administration, or related field advantageous).
- Valid Code B driver's license (PDP advantageous).
- Fluent in Afrikaans and English (spoken and written).
- Sound working knowledge of ParcelPerfect and Microsoft Excel.

Experience

- Minimum 5 years in a management or senior supervisory role in courier or logistics.
- At least 2 years in framing and clearing customer documents.
- Experience in cross-border courier operations and route planning.
- Familiarity with Customs & Excise procedures and Asycuda World System.
- Knowledge of vehicle maintenance, fleet scheduling, and vendor negotiation.

APPLICATION PROCEDURE

If you meet the above requirements and are passionate about contributing to the success of Coastal Couriers, we encourage you to apply through our recruitment portal at **www.jobopportunities.net**. Please submit a detailed cover letter, comprehensive CV, and copies of relevant qualifications and certifications.

CLOSING DATE

Friday, 22 August 2025 at 7:00PM