



VACANCY: CROSS BORDER SPECIALIST

DUTY STATION: WINDHOEK

ABOUT THE ROLE

The Cross Border Specialist is responsible for managing manifest control for Johannesburg Express and Budget Road routes, ensuring seamless coordination of goods collection and delivery between Namibia and South Africa. The role involves handling reconciliations, invoicing, maintaining organised filing systems, providing excellent customer service, and processing waybills accurately

REPORTING TO

- The Cross Border Specialist will report to the Branch Manager (Windhoek)

KEY RESPONSIBILITIES

Manifest Control

- Manage and oversee manifests for Johannesburg Express and Budget Road routes.
- Ensure timely and accurate shipment tracking.
- Reconcile and close manifests within 24 hours of shipment.

Collections & Deliveries

- Coordinate collection and delivery of goods between Namibia and South Africa.
- Ensure adherence to schedules and timely response to collection requests.

Reconciliation & Invoicing

- Perform reconciliations and invoicing accurately and timeously.
- Submit invoices and reconciliations within 3 business days.

Filing & Reporting

- Maintain an organised filing system.
- Prepare and submit accurate monthly reports.

Customer Service

- Handle incoming calls and enquiries promptly.
- Resolve issues professionally to ensure high levels of client satisfaction.

Waybill Processing

- Process waybills accurately and in compliance with company standards.
- Ensure documentation meets regulatory and company requirements.

MINIMUM REQUIREMENTS & SKILLS

Qualifications

- Grade 12 (High school diploma or equivalent).
- Further education or certifications in logistics or related fields advantageous.
- Knowledge of shipping regulations and documentation beneficial.

Experience

- Minimum 2 years' experience in logistics or courier operations.
- Preferred: experience in manifest control, collections coordination, billing, invoicing, and reconciliations.
- Customer service experience advantageous.

Skills

- Proficient in Parcel Perfect™.
- Strong organisational and multitasking abilities.
- Excellent verbal and written English communication.
- High attention to detail and accuracy.

- Familiarity with transport and shipping processes.

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, 26 September 2025 at 7:00PM