

V A C A N C Y

Suitably qualified and dynamic applicants are invited to apply for the following vacancies:

Claims Administrator: **X2 WINDHOEK**

Purpose of position:

To administer and process warehouse-related claims accurately and efficiently, ensuring that all claims are properly documented, investigated, captured and allocated to the correct financial accounts and cost centres. The role is responsible for managing claims arising from stock losses, damaged goods, shortages, incorrect deliveries, returns, transport damage and other warehouse-related incidents. The successful candidate must combine strong administrative and data-capturing skills with sound financial understanding to ensure that claims are recorded correctly, allocated according to the nature and cause of the loss, and supported by the necessary evidence and approvals. The role plays a critical part in maintaining stock accuracy, controlling warehouse losses, recovering costs where appropriate and ensuring that claims are reflected correctly in the company's financial records.

Key Accountabilities:

- Receive and register claims relating to damaged stock, stock shortages, picking errors, incorrect deliveries, returns, transport damage and other warehouse discrepancies.
- Capture all claims accurately in the relevant claims management system, warehouse management system (WMS), ERP or accounting system.
- Record all relevant claim details, including stock codes, product descriptions, quantities, values, delivery notes, purchase orders, invoices, dates, batch or serial numbers where applicable, and claim references.
- Ensure each claim is linked to the correct warehouse transaction, delivery, supplier, customer, transporter or responsible department.
- Verify that all claims are supported by the necessary documentation, such as delivery notes, goods received notes (GRNs), dispatch records, photographs, invoices, credit notes and incident reports.
- Monitor the progress of claims and follow up on outstanding information, approvals, investigations and recoveries.
- Ensure claims are captured promptly and within agreed processing timelines.
- Liaise with warehouse supervisors, receiving teams, dispatch teams, inventory controllers, transporters, and relevant customers to establish the cause of each discrepancy.
- Review supporting evidence to determine whether a claim relates to damage, shortage, incorrect picking, incorrect receiving, supplier error, transport loss or another operational issue.
- Assess the nature and cause of each warehouse claim to ensure it is allocated to the correct general ledger account, expense category, cost centre, warehouse, department or other applicable financial code.
- Distinguish between different types of warehouse-related financial transactions, including stock losses, damaged inventory, supplier claims, transport claims, customer returns, recoverable costs and approved stock adjustments.
- Ensure claims are allocated in accordance with the company's chart of accounts, accounting policies and financial procedures.
- Verify that claim values are calculated correctly using the appropriate quantities, unit costs, invoice values and supporting financial documentation.
- Prepare and submit claims to transporters or other responsible parties for damaged goods, shortages, incorrect deliveries or other supported losses.
- Ensure claims are submitted within applicable contractual or procedural deadlines.
- Ensure that approved claims resulting in stock adjustments are processed only after the required authorisation has been obtained.
- Monitor recurring warehouse discrepancies and identify patterns that may indicate operational weaknesses or preventable losses.

Qualifications, Experience and skills:

- Grade 12
- A certificate or diploma in Supply Chain Management, Logistics, Warehouse Management, Accounting, Bookkeeping or Business Administration would be an advantage
- 5 years' experience in FMCG



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- A certificate or diploma in Supply Chain Management, Logistics, Warehouse Management, Accounting, Bookkeeping or Business Administration would be an advantage
- Previous experience in warehouse administration, claims processing, inventory control, stock reconciliation, goods receiving or dispatch administration.
- Practical understanding of warehouse documentation and stock movement processes.
- Basic to intermediate accounting knowledge, including expense classification, general ledger coding and financial allocation.
- Experience with an ERP, warehouse management system or inventory/accounting software.
- Proficiency in Microsoft Excel, including working with spreadsheets, reconciliations and reports.
- Accurate data capturing: Able to capture stock codes, quantities, values and claim details correctly.
- Financial acumen: Understands how warehouse claims affect inventory, expenses, supplier recoveries and financial reporting.
- Correct financial allocation: Able to identify the appropriate account, cost centre and claim category, and recognise when financial guidance is required.
- Warehouse process knowledge: Understands receiving, put-away, picking, packing, dispatch, returns and stock control processes.
- Investigative ability: Can trace discrepancies through warehouse records and supporting documentation.
- Numerical accuracy: Confident in checking stock quantities, unit costs, claim values and reconciliations.
- Attention to detail: Able to identify missing documents, duplicate claims, incorrect quantities and inconsistent values.
- Be able to handle pressure and conflict situations
- Communication and follow-up: Able to liaise with warehouse teams, suppliers, transporters and finance to resolve outstanding claims.
- Valid passport and police clearance certificate
- Namibian Citizenship

cic.recruitment@cic.com.na - **When forwarding your application via email, please ensure that your information is consolidated and that your email attachments are limited to three (3). Please indicate which position you are applying to in the subject line.**

Please note that only short listed candidates will be contacted, and that no documentation will be returned. Applicants who are not contacted within two weeks from the closing date should consider their application unsuccessful.

As per Affirmative Action (Employment) Act, Act 29 of 1998 Namibian Citizens from previously disadvantaged groups will enjoy preferential treatment.

CLOSING DATE FOR APPLICATIONS: 10 November 2026