



VACANCY: CUSTOMER SERVICE EXECUTIVE

DUTY STATION: SWAKOPMUND

ABOUT THE ROLE

Coastal Couriers is seeking a proactive and customer-focused **Customer Service Executive** to serve as the primary point of contact for clients. This role is responsible for delivering exceptional customer service by managing inquiries, processing service requests, handling complaints, and coordinating between customers and the operations team. The ideal candidate will thrive in a high-paced courier environment and possess a strong sense of professionalism and attention to detail.

REPORTING TO

- The Customer Service Executive will report to the Branch Manager.

KEY RESPONSIBILITIES

- Provide first-line support to customers via phone, email, and face-to-face.
- Process service orders and capture collections accurately using ParcelPerfect™.
- Track and communicate the status of shipments and deliveries.
- Coordinate with dispatch and operations to ensure timely and accurate deliveries.
- Handle and resolve complaints professionally and efficiently.
- Maintain accurate records of interactions, PODs, and reports.
- Collaborate with internal teams for seamless customer service delivery.
- Escalate unresolved issues appropriately with supporting documentation.

MINIMUM REQUIREMENTS & SKILLS

- **Education:** Grade 12 (Matric). A Certificate or Diploma in Customer Service, Business Administration, Logistics, or a related field is advantageous.
- **Experience:**
 - Minimum 3 years' experience in a customer-facing role within the courier, logistics, or service industry.
 - Minimum 2 years' hands-on experience with **ParcelPerfect™**.
 - Experience with waybill processing and complaint management.
 - Office administration and other tracking systems experience is an advantage.
- **Computer Literacy:** Proficient in MS Word, Excel, and Outlook.
- **Languages:** Fluent in English and Afrikaans (spoken and written).
- **Driver's License:** Valid Code B (08).

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

Monday, 26th of May 2025 at 7:00PM