



Job Description: Junior Freight Controller

Company: Walvis Bay Cargo Terminal (Pty) Ltd

Location: Walvis Bay, Namibia

Department: Freight and Stock

Reports To: Freight and Stock Manager

Job Purpose

The Junior Freight Controller supports the efficient coordination, tracking, and documentation of cargo movements within the terminal. The role ensures compliance with operational procedures, accurate record-keeping, and timely communication with clients, internal teams, shipping agents to facilitate smooth cargo handling and dispatch and billing.

Key Responsibilities

1. Cargo Coordination & Monitoring

- Assist in planning and coordinating inbound and outbound cargo movements.
- Monitor cargo status from arrival to dispatch.
- Liaise with yard, warehouse, and vessel operations teams to ensure smooth flow of goods.

2. Documentation & Compliance

- Prepare and verify shipping documents (e.g., bills of lading, delivery notes, manifests).
- Ensure all transactions comply with port regulations, customs requirements, and company policies.
- Maintain accurate cargo records in terminal systems.

3. System Data Management

- Capture cargo movement data into Oracle accurately and in real time.



- Update shipment tracking information and resolve discrepancies.
- Assist with generating operational reports.

4. Communication & Customer Service

- Communicate cargo status updates to shipping agents, transporters, and internal stakeholders.
- Handle basic customer queries regarding shipments.
- Escalate operational issues or delays to senior controllers.

5. Operational Support

- Assist in scheduling truck movements and cargo handling activities.
- Support stock counts and cargo inspections when required.
- Ensure adherence to safety and operational procedures.

Key Tasks (Day-to-Day Activities)

- Capture cargo receipts, dispatches, and movements in the system.
- Verify container numbers, cargo details, and documentation accuracy.
- Follow up on pending shipments or documentation discrepancies.
- Track truck arrivals and departures within the terminal.
- Compile daily activity logs and reports.
- Coordinate with supervisors regarding cargo prioritization.
- Assist in resolving bottlenecks.
- Invoicing and costing for reverse billing

Key Performance Indicators (KPIs)

Operational Efficiency

- **Cargo Processing Accuracy:** ≥ 98% accuracy in data capturing and documentation



- Truck Turnaround Time: Adherence to defined cargo handling and dispatch timelines
- Shipment Tracking Efficiency: Real-time system updates with minimal delays

Productivity

- Task Completion Rate: Timely completion of assigned operational tasks

Compliance & Quality

- Documentation Errors: $\leq 2\%$ error rate in freight documentation
- Regulatory Compliance: 100% adherence to customs, port, and safety regulations

Communication & Service

- Response Time: Timely response to internal and external queries (within agreed SLA)
- Customer Satisfaction: Positive feedback from clients and stakeholders

Health & Safety

- Incident Reporting: Immediate reporting of hazards or incidents
- Safety Compliance: Full adherence to terminal safety standards and procedures
- Taking part in safety meetings, topics and inspections

Minimum Requirements

Education

- Grade 12
- Degree in Logistics, Supply Chain Management or Finance

Experience

- 0–2 years experience in logistics, shipping, or port operations (internship experience acceptable)
- This is a development position



Skills & Competencies

- Basic understanding of freight and shipping processes
- Strong attention to detail and accuracy
- Good communication and coordination skills
- Computer literacy
- Ability to work under pressure in a fast-paced environment, with flexible working hours when required

Other

- Drivers licence B
 - Resident of Walvis Bay: Preferred
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Preferred Attributes

- Knowledge of port/terminal operations
 - Familiarity with customs procedures
 - Analytical thinking and problem-solving skills
 - Team-oriented mindset
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Career Progression

With experience, good performance, the Junior Freight Controller can progress to:

- Freight Controller
- Stock Controller
- Operations Supervisor
- Freight & Stock Manager

*** A structured development plan is in place for this role



Applications must be submitted through the recruitment portal at www.jobopportunities.net.

Closing Date: 31 July 2026 @ 7:00PM

Only shortlisted candidates will be contacted.

Walvis Bay Cargo Terminal is an equal opportunity employer and encourages applications from suitably qualified candidates. The application structure and wording have been aligned with the supplied vacancy-description template.