



VACANCY

Operations Manager

About Walvis Bay | WBCT – Walvis Bay Cargo Terminal (Pty) Ltd

Walvis Bay Cargo Terminal is a key logistics and freight-handling facility in Namibia's leading port town of Walvis Bay. Strategically located along the southwestern African coast, WBCT connects the SADC region to international markets via the Atlantic Ocean. WBCT is part of the **Access World** family, we are a leading provider of specialized warehousing and logistics solutions for both producers, consumers & traders. We offer reliable, value-adding and efficient services to our clients across a broad spectrum of industries within Sub-Saharan Africa.

We are committed to operational excellence, safety, and sustainability — driving regional trade from the heart of Namibia's port.

Role Purpose

The Operations Manager is responsible for leading and optimizing all daily operational activities across specialized cargo handling, logistics, warehousing, fleet management, vessel operations and support services while driving efficiency, profitability, safety and service excellence.

Key Responsibilities

- Plan, direct and coordinate all operational activities across logistics, warehousing, cargo handling, fleet and support functions.
- Oversee vessel cargo operations including loading, discharge, tallying, stuffing, stripping and storage.
- Ensure efficient vessel turnaround times through monitoring and reporting.
- Develop operational strategies, budgets and performance targets.
- Monitor KPIs including throughput, cycle times, labour productivity, fuel usage and maintenance costs.
- Identify and implement process improvements.
- Manage inventory, stock control and operational assets.

People Leadership & Performance Management

- Lead, train, mentor and develop teams.
- Manage workforce planning, shifts, scheduling and manpower utilization.
- Conduct performance reviews and disciplinary processes.
- Build a culture of accountability, teamwork and excellence.

Safety, Compliance & Risk Management

- Drive Health, Safety and Environmental standards across operations.

- Ensure compliance with Namibian legislation, company policy and ISO standards.
- Conduct audits, risk assessments and incident investigations.
- Promote a zero-harm culture.
- Ensure equipment and machinery are maintained to safe standards.

Cross-functional & Client Collaboration

- Work closely with Finance, HR, Payroll, Procurement, Logistics and Executive Management.
- Maintain strong relationships with clients, contractors, shipping lines and transporters.
- Ensure delivery service meets client expectations.
- Provide input on pricing, capacity planning and new business opportunities.
- Submit weekly and monthly reports to senior management.

Systems & Reporting

- Analyse KPIs and operational data to drive decision-making.
- Analyse and improve truck turnaround times
- Work with system developers to improve functionality and usability.
- Use MS Excel including Pivot Tables, formulas and charts for planning and reporting.

Minimum Requirements

- Minimum of Grade 12
- Minimum 7 years' operational management experience in logistics, port operations, warehousing, transport, fleet or related sectors.
- Minimum 5 years in a senior leadership role.
- Minimum 5 years' experience in managing multi-country operations.
- Proven cargo handling, vessel operations and terminal experience in handling specialized cargo like Sulphur, fertilizer and metals.
- Experience in bulk bagging and debagging operations.
- Experience managing large teams and across multiple departments.
- Proven success in reducing costs and improving efficiency.
- Experience in multicultural and cross-border environments, especially on the Southern African coastline is advantageous.
- Strong understanding in equipment maintenance and cost control.
- Experience in building maintenance will be advantageous.

Technical & Personal Skills

- Strong leadership and people management skills.
- Hands-on operational management style.
- Excellent analytical and problem-solving ability.
- Strong commercial awareness and cost-control mindset.
- Excellent communication and stakeholder management skills.
- High attention to detail and organizational ability.
- Proficient in MS Office, MS Teams and advanced MS Excel.
- Fluent in English

Additional Requirements

- Clear Criminal Record.
- Valid Driver's License.
- Physically fit and able to work in demanding environments.
- Willingness to work extended hours when required.

Key Performance Indicators

- Operational efficiency and cost optimization.
- Vessel and truck turnaround performance.
- Client satisfaction and service delivery.
- Compliance with safety and legal standards.
- Reduction/improvement in incidents occurrence and downtime.
- Team productivity and retention.
- Budget adherence and profitability improvement.

Collaboration & Reporting Lines

The successful candidate will report to the General Manager / Executive Management Team and work closely with Operations Teams, Logistics & Fleet Teams, Health & Safety Department, HR & Payroll, Finance Department, and external clients, contractors and service providers.

Ready to Apply?

If you are a highly experienced operations professional with a proven track record in leadership, specialized cargo handling, safety, efficiency and operational excellence, we invite you to apply.

Submit your application via www.jobopportunities.net

- Detailed Cover Letter
- Updated CV
- Copies of Relevant Qualifications

Closing Date Extended: 15 October 2026 @ 07:00PM