

Job Title:

Dispatch Controller

Location:

Brackenfell, Cape Town

Job Type:

Full-Time

07:30 to 16h30; Monday to Friday

Job Summary:

We are looking for a motivated **Dispatch Controller** to join our team. This role is responsible for managing and coordinating all daily dispatch operations to ensure the accurate, timely and efficient delivery of goods to our customers. This role focuses on order allocation, vehicle loading, route assignment, real-time dispatch tracking and maintaining strong communication between the warehouse, drivers and customers. The Dispatch Controller plays a key role in ensuring service reliability, minimising delivery errors and supporting continuous operational improvement.

Key Responsibilities:**Dispatch Planning & Coordination:**

- Develop, implement and optimise weekly delivery schedules
- Follow and optimise a delivery schedule that suits the needs of the clients with the fleet available.
- Schedule and coordinate daily dispatch activities in line delivery schedule.
- Verify order accuracy, completeness and proper documentation before dispatch.
- Assign deliveries to vehicles and drivers based on load capacity and delivery routes.
- Manage the sequencing and prioritisation of dispatch loads.

Operational Control:

- Monitor dispatch and delivery progress in real-time using the tracking systems.
- Ensure drivers adhere to assigned routes, schedules and delivery instructions.
- Handle and dispatch delays, route deviations or emergencies promptly.
- Maintain accurate records of all dispatched loads and delivery outcomes.

Communication & Coordination:

- Serve as the central communication point between the warehouse, fleet and sales team.
- Communicate effectively with drivers throughout the day to provide updates or resolve issues.
- Liaise with customers regarding delivery days, times, delays and confirmations.

Documentation & Compliance:

- Ensure all dispatch documentation (delivery notes, invoices, PODs, Manifests) is accurate and complete.
- Maintain and manage the branch CHEP pallets movement and documentation.
- Verify that vehicles meet legal and safety requirements before dispatch.

JHB: 1 Heaton Lane, LongLake Ext. 19, Modderfontein, Gauteng | **tel:** +27-11-040-5900**DBN:** Unit W005B Mahogany Ridge Industrial Park, 30 Goodwood Road, Pinetown, Kwa-Zulu Natal | **tel:** +27-31-467-4541**CT:** 37 Eagle St, Okavango Park, Brackenfell, Cape Town | **tel:** +27-21-271-0287**PE:** 134 Burman Rd, Deal Party, Port Elizabeth | **tel:** +27-41-271-0071

- Maintain driver and vehicle checklists, ensuring adherence to company policies and safety regulations.

Performance & Reporting:

- Track and report on dispatch performance, turnaround times and delivery accuracy.
- Identify recurring dispatch issues and suggest process improvements.
- Assist management with daily, weekly and monthly operational reporting.

Person Specification:

Essential:

- Matric / Grade 12
- Experience in dispatch control, delivery coordination or transport operations (2-4 years)
- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Competence in dispatch tracking systems (Trackmatic beneficial)
- Basic understanding of route planning and fleet management
- Highly organized with strong attention to detail.
- Friendly, confident, and professional attitude.
- Ability to work independently and prioritize tasks effectively.
- Self-motivated and target-driven.

Advantageous:

- Diploma in Logistics, Transport or related field
- Knowledge of the Pet industry.

Working Conditions:

- On-site, Mondays to Fridays
 - Standard office hours 07:30 to 16:30, Extended hours could be required if fleet is returning late.
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Please send CV's to klaus@valemount.co.za