

**JOB TITLE:** Cross Border Operations Manager

**COMPANY:** OneLogix Trucklogix (Denel)

**OVERVIEW:**

- The Cross-border Operations Manager is required to meet and exceed business objectives and ensuring consistent achievement of all financial and operational KPIs.
- He/she is required to deliver (in partnership with the wider business teams) an outstanding 'Customer Experience'.
- He/she inspires and motivates a number of employees to ensure operational excellence, high employee engagement and service improvement is achieved.
- Available on weekends to sort out any operational issues that may arise.

**KEY RESPONSIBILITIES:**

- Operational planning and management of movements into and out of Southern Africa
- Strong understanding of border documentation requirements and processes.
- Process orientated – vehicle and document checklists, border documents, border post processes etc
- Accurate costing of all aspects of cross-border department.
- Strong understanding of all relevant border posts and customs conditions, rules and border fees.
- Nurture strong relationships with suppliers and officials at all border posts.
- Driver management in conjunction with fleet controllers
- Fuel Consumption management
- Responsible for leading the Operational Team and ensuring delivery of overall operational KPIs.
- Ensure delivery of Client KPIs and contract compliance including day to day service levels, customer experience, quality measures and compliance measures.
- Responsible for the development of the operational team by optimising the skills of the existing team.
- Identify training requirements and create training needs analysis for all team members.
- To have a well-defined Communication and Engagement model in place to ensure all teams understand the performance of the business.
- Successfully managing peak periods
- Continuous identification and implementation of operational best practice through interaction with the wider team
- Identifying and highlighting opportunities for services and process improvements
- Ability to demonstrate achievement of results e.g., business improvements, cost savings, revenue generation.
- Excellent leadership, people management, communication and influencing skills.
- Strong commercial understanding and accountability for profit targets
- Setting and reviewing quality performance standards
- Proactively maintains regular engagement with key internal and external clients and stakeholders.
- Client liaison
- Incident and Accident investigations

**DAILY TASKS:**

- Planning, coordinating, and monitoring the movement of the cross-border deliveries.
- Coordinate the use of automated and computerized systems.
- Responding to and dealing with customer communication via email and telephone
- Keeping control systems up to date
- Weekly forecasts for cash requirements.
- Constant review of current processes to mitigate risk
- Planning future capacity requirements
- Producing reports and statistics on a daily, weekly, and monthly basis
- Briefing team leaders/supervisors on a daily basis
- Maintaining standards of health and safety, hygiene, and security in the work environment.
- Daily interaction with the general manager to ensure all planning is done.

**QUALIFICATION & SKILLS:**

- Relevant logistics degree/diploma
- Minimum 5 years' experience as a manager of a cross-border or transport operations environment
- Experience with Korridor would be beneficial
- Code 8 Drivers license with own reliable transport
- Thorough knowledge of costing and budgeting
- Thorough knowledge of all cross-border processes, procedures and customs compliance
- Strong understand of all relevant border fees and requirements
- IR and HR practices
- Disciplinary enquiries

**ABILITIES**

- Computer literate
- Advanced Excel skills
- Manage staff and enforce discipline
- Communicate well on all levels from general workers to Directors
- Good self-discipline
- Good housekeeping principles
- Must be able to plan and organize well
- Willing to travel when required

**SALARY:**

Negotiable

**CONTACT:**

[recruitment@onelogix.com](mailto:recruitment@onelogix.com)

**Please quote the position applied for.**

**COMMENCEMENT DATE:**

A.S.A.P

**CLOSING DATE:**

**12 December 2025**

*Please note should you not meet the minimum requirements or hear from us within 14 days accept your applications as being unsuccessful.*

**The OneLogix Group is committed to the principle of affirmative action measures and all suitably qualified applicants within the designated group will receive favourable consideration.**