

CENTRAL OPERATIONS MANAGER

Cape Town

R60 000 basic

A leading transport and logistics organisation is seeking an experienced Central Operations Manager to lead a 24/7 Operations Control Centre and oversee national fleet operations, service delivery, operational performance, and incident management across the network.

Key Responsibilities

- Lead and manage the Operations Control Centre and Fleet Controllers.
- Monitor national fleet movements, service delivery, and operational performance.
- Coordinate responses to delays, breakdowns, emergencies, and operational disruptions.
- Drive journey management, route reliability, and service recovery initiatives.
- Monitor driver performance through telematics, camera systems, and operational reporting.
- Analyse operational trends and implement continuous improvement initiatives.
- Manage customer service issues, operational complaints, and stakeholder communication.
- Produce operational reports, dashboards, and performance analytics.
- Lead incident investigations and support business continuity planning.

Minimum Requirements

- ✓ Diploma or Degree in Transport Management, Logistics, Operations Management, or related field
- ✓ Minimum 5 years' management experience within a transport or logistics operations environment
- ✓ Experience in control room operations, fleet monitoring, telematics, and operational reporting
- ✓ Strong leadership and decision-making abilities
- ✓ Advanced Microsoft Office skills
- ✓ Proven experience managing operational teams and service delivery performance

Key Competencies

- Operations & Fleet Management
- Control Centre Management
- Incident & Crisis Management
- Route & Journey Planning
- Performance Reporting & Analytics
- Leadership & Team Development
- Stakeholder Management
- Problem Solving & Decision Making
- Continuous Improvement
- Risk & Compliance Management

 Interested candidates who meet the minimum requirements are invited to submit their CV for consideration.

Remuneration

R60 000 basic per month depending on skills, experience and qualifications.

Interested candidates are invited to submit their CV and supporting documents to:

 apply@prospectinc.co.za

Subject: CENTRAL OPERATIONS MANAGER – Cape Town

We look forward to receiving your application.

Disclaimer: Due to the high volume of applications received, only shortlisted candidates will be contacted. Should a candidate not hear from us within four (4) weeks following their application, they should consider their application unsuccessful. Strictly fair and non-discriminatory selection procedures will be followed. In line with the company Employment Equity objectives, preference will be given to people from designated groups or as determined by the Employment Equity plan.