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www.lmcexpress.co.za

Job Description: Freight & Quality Control Manager – Cape Town

Department: Fleet Control

Location: Cape Town Depot

Reports to: Depot Manager

Paterson Grade: D1

Direct Reports: Team Leaders / Admin staff / Loaders (C & B-band)

To apply, send a comprehensive CV and cover letter to Alicia Valentine by Friday 17 April 2026:

alicia@lmcexpress.co.za

1. Purpose of the Role

The Fleet Control department is responsible for controlling the quality of LMC's warehouse dispatch and receiving activities. The Freight & Quality Control Manager is responsible for establishing and leading a disciplined, high-performing Fleet Control function at the Cape Town depot. This role takes full operational ownership of Fleet Control and ensures that the department operates with clear structure, accountability, and operational reliability.

The Freight & Quality Control Manager will:

- Build and stabilise the Fleet Control leadership structure in Cape Town
- Develop Fleet Control Supervisors and Team Leaders
- Ensure strong operational discipline and documentation accuracy
- Improve coordination between fleet control, warehouse, and drivers
- Introduce consistent operational cadence and reporting

Once the Fleet Control function at the Cape Town depot is operating effectively and sustainably, the role may expand to support coordination and alignment of Fleet Control functions across other LMC depots.

2. Key Responsibilities (Areas of Accountability)

2.1. Fleet Control Department Leadership – Cape Town

Take full leadership responsibility for the Fleet Control function at the Cape Town depot.

- Lead, manage, and develop the Fleet Control team
- Establish clear roles, expectations, and accountability within the team
- Ensure effective supervision of fleet controllers and operational staff

- Build a disciplined and professional operational culture within Fleet Control
- Support the development of future Fleet Control leaders

2.2. Operational Structure & Cadence

Introduce clear operational rhythms and management systems within Fleet Control.

- Establish daily, weekly, and monthly operational review processes
- Implement structured reporting and operational dashboards
- Ensure clear escalation pathways for operational issues
- Standardise operational processes within the department
- Ensure strong communication between fleet control, warehouse, and planning teams

2.3. Freight Monitoring & Dispatch Coordination

Ensure effective oversight of freight movements and dispatch coordination.

- Ensure vehicles are monitored and operational issues escalated promptly
- Support dispatch coordination and route execution
- Monitor operational flow between warehouse loading, dispatch, and delivery
- Ensure drivers and loading assistants are effectively supported

2.4. Cold Chain Compliance & Operational Integrity

Protect LMC's temperature-controlled transport standards.

- Ensure cold chain monitoring processes are followed
- Investigate temperature incidents and operational failures
- Implement corrective actions to reduce operational risk
- Maintain compliance with food safety and operational standards

2.5. Performance Management & Team Development

Build a capable and accountable Fleet Control leadership team.

- Set clear performance expectations for Fleet Control staff
- Implement structured performance reviews
- Address underperformance through coaching and formal improvement plans
- Develop the leadership capability of Fleet Control Supervisors and Team Leaders

2.6. Cross-Department Coordination

Ensure Fleet Control operates effectively with other operational teams.

- Work closely with warehouse leadership, planners, and depot management
- Resolve operational bottlenecks affecting fleet movements
- Ensure clear communication across operational functions
- Support operational problem-solving during incidents or disruptions

2.7. Continuous Improvement

Strengthen operational reliability and efficiency within Fleet Control.

- Identify operational inefficiencies and improvement opportunities
- Introduce process improvements that improve operational flow

- Support operational improvement initiatives within the depot

3. Future Role Expansion

Once the Fleet Control function at the Cape Town depot is stabilised and operating effectively, the Fleet Control Manager may take on an expanded role supporting alignment and coordination of Fleet Control functions across LMC Express depots, including:

- Supporting Fleet Control Supervisors at other depots
- Standardising operational practices and reporting
- Sharing operational best practices across the network
- Supporting leadership development within Fleet Control teams nationally

Key Deliverables / Performance Indicators

- Stable and well-structured Fleet Control operation at the Cape Town depot
- Clear operational accountability within the Fleet Control leadership team
- Reliable dispatch coordination and operational flow
- Improved cold chain compliance and operational discipline
- Strong communication between fleet control, warehouse, and drivers
- Development of capable Fleet Control supervisors and team leaders

4. Job Specification

Education: Relevant qualification in logistics, transport management, or operations required.

Experience:

- Minimum 7–10 years experience in transport, logistics, or warehouse operations
- Experience managing operational teams and supervisors
- Experience in temperature-controlled logistics advantageous
- Demonstrated ability to stabilise or improve operational teams

Must have a valid driver's license.

5. Key Competencies

Operational Leadership

Ability to take ownership of a complex operational function and ensure reliable execution.

Accountability & Performance Management

Comfortable setting standards and addressing underperformance.

Systems Orientation

Ability to introduce structure, reporting, and operational discipline.

Communication & Coordination

Ability to align multiple operational teams and functions.

Problem Solving

Able to diagnose operational issues and implement practical solutions.

Resilience Under Pressure

Maintains calm and clarity in a demanding operational environment.

6. Alignment with LMC Values

The Fleet Control Manager must embody LMC Express's values:

1. **I don't bullshit** – communicates honestly and directly
2. **I do what I say** – follows through consistently
3. **I have your back** – supports teams while maintaining accountability
4. **I know and do my job** – demonstrates operational competence
5. **I make things better** – drives improvement
6. **I am efficient and effective** – ensures disciplined execution
7. **I can live a little** – maintains perspective, brings positive energy, and a sense of humour

7. EOS Accountability Seat

Seat Name: Fleet Control Manager – Cape Town

Primary Accountability: Build and lead a disciplined Fleet Control function at the Cape Town depot that delivers reliable and structured fleet operations.

LMA Responsibilities

- **Lead** the Fleet Control team
- **Manage** operational cadence and reporting
- **Hold Accountable** Fleet Control team for execution

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