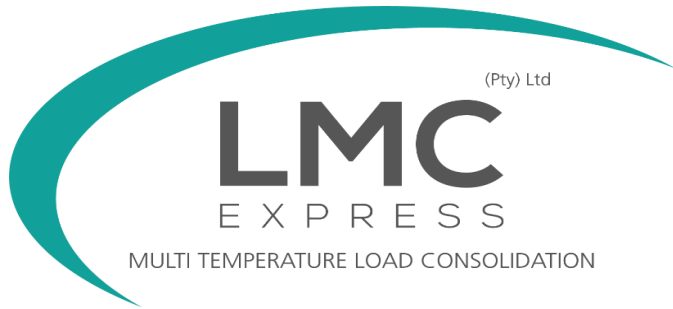




Senior Scheduler (Snr Route Controller)

Reports to: Senior Route Controller

Location: Johannesburg, Kempton Park

Salary Grading: Paterson C5

Shift: Monday to Friday with Saturday duty on rotation

1. Purpose of the Role

The role ensures service reliability, cost-effective routing, accurate trip execution, and strong customer communication, while upholding safety, compliance, and company values. This role leads route control staff, troubleshoots operational issues in real time, and supports the Depot and National Operations teams to achieve business performance targets.

Route Planning & Scheduling

- Design daily and weekly transport routes to ensure on-time, cost-efficient deliveries.
- Allocate loads to drivers and vehicles according to capacity, cold-chain requirements, and client needs.
- Update and optimise schedules in real time to address delays, breakdowns, or last-minute customer changes.
- Ensure adherence to NBCRFLI working hours and overtime rules when allocating driver shifts.

Real-Time Freight Control

- Monitor live route execution using tracking systems and respond immediately to deviations.
- Proactively resolve non-deliveries, late running, or customer escalations.
- Provide clear communication to drivers, depot teams, and customers regarding delays or reroutes.
- Record all trip adjustments and report variances against planned schedule.

Customer Service & Communication

- Act as the first escalation point for key customer delivery queries.

- Liaise with clients to confirm delivery windows, resolve complaints, and maintain service standards.
- Provide daily updates to Customer Service and Sales teams on delivery performance.

Data, Reporting & Cost Control

- Maintain accurate trip records, including kilometres travelled, fuel usage, delivery times, and exceptions.
- Analyse route efficiency, cost per kilometre, and delivery success rates.
- Submit daily/weekly reports on performance metrics to Depot Manager.
- Identify opportunities to reduce costs through improved route design and load consolidation.

Staff Leadership & Development

- Lead and mentor junior Route Controllers, providing daily direction and coaching.
- Allocate shift responsibilities and ensure appropriate coverage during peak periods.
- Conduct performance feedback and escalate HR issues as needed.
- Facilitate training in route planning systems and operational protocols.

Compliance & Safety

- Ensure all routes comply with road safety laws, company driving standards, and cold chain requirements.
- Confirm that drivers' licences, PDPs, and vehicle permits are valid before route allocation.
- Escalate and document incidents, accidents, and non-conformance issues.
- Support health and safety audits relating to transport operations.

Cross-Functional Coordination

- Work closely with Warehouse, Operations, and Customer Service teams to ensure delivery readiness.
 - Support Sales with feasibility checks on new customer routing needs.
 - Liaise with Finance/Admin on reconciliations for fuel, overtime, and delivery variances.
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- **Gets it:** Deep understanding of route optimisation and cold chain freight operations
 - **Wants it:** Committed to leading route control and achieving delivery performance
 - **Capacity:** Analytical, decisive, and capable of leading people and managing systems