Position: Despatch Clerk
Business Unit: Ford
Location: Selby
Reporting to: General Manager

Overview: Job purpose and deliverables

NMI is looking for a reliable **Despatch Clerk** to prepare orders, coordinate deliveries, and ensure accurate, on-time dispatch. If you're organised, detail-focused, and efficient in a fast-paced environment, we'd love to hear from you.

Purpose of the role: The core purpose of this role is to ensure the accurate and timely dispatch of parts, documents, or goods from the dealership. The Despatch Clerk is responsible for preparing orders, coordinating deliveries, maintaining dispatch records, and ensuring all items are correctly packaged and documented. By efficiently managing dispatch processes and providing reliable support, they help maintain smooth operations and deliver excellent customer service.

Key deliverables and outputs

Reporting to the Parts Manager, you will be responsible for:

- All deliveries done in time, accurately, and with correct paperwork
- Quantity and description of parts match delivery documents; damaged parts must be reported immediately
- Best method of delivery to suit customer needs; maximum utilisation of time, drivers, and areas
- Collections done timeously and in line with standard arrangements
- Delivery notes, trip sheets & other despatch documents 100% accurate
- Appropriate route selected (costs, timing, safety & efficiency)
- All vehicle operating costs controlled within budget (maintenance, fuel, tyres)
- Filing system for all delivery and transporters' documents maintained, including waybills and trip sheets
- All material handling tools and equipment are handled according to prescribed dealership maintenance standards
- Collections and control of CODs as per dealership standards
- All company safety policies & legal requirements adhered to at all times

Overview: Essential individual competencies to be successful in the job

Academic Qualifications

- Matric (Grade 12)
- Unendorsed driver's license
- Forklift license will be an added advantage

Work Experience

- 2 years of experience in a similar environment
- Technical orientation
- Willingness to work flexible hours/overtime

Knowledge and Skills:

- Technical orientation
- Attention to detail
- Computer literacy
- Methodical
- Willingness to comply with given standards, guidelines, procedures, and instructions
- Communication
- Planning, Organising, and Control
- Ability to work under pressure
- Multi-tasking ability
- Ability to package products appropriately

Personal Attributes

- Accuracy & efficiency
- Self-motivation
- Disciplined and tidy
- Reliability

Level of Decision-Making	Level of Problem Solving
Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).	Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 02 November 2026
Email: Recruitment@nmi.co.za
Please Use Reference: Despatch Clerk – Ford Selby
Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy