



JOB ADVERTISEMENT:

eCommerce Logistics & Systems Administrator – (Ref NO – ELSA2026)

(Reporting to the Head of eCommerce)

The Proudly South African Campaign invites applications from suitably qualified candidates to apply for the vacancy of the eCommerce Logistics & Systems Administrator on a fixed term contract for 3 years. This role is based at our office in Rosebank.

REMUNERATION PACKAGE: R25 000.00 per month plus benefits.

MINIMUM REQUIREMENTS:

1. Matric (NQF Level 4) is required.
2. A relevant certificate or diploma in Administration, Logistics, E-Commerce Supply Chain, eCommerce, or a commerce-related field is required.
3. Short courses or online certifications in administration, logistics, supplier management, budgeting or related areas will be an advantage.
4. A minimum of 3 to 5 years' experience in a coordination, logistics, supplier-management or operations support role in eCommerce, online retail and/or marketplace environment.
5. Experience in coordinating suppliers, couriers and/or service providers and managing deliveries, logistics and/or supplier follow-ups; preparing quotes, Purchase Orders, RFQs, tracking budgets and costs, and processing and/or following up on supplier invoices and payments; compiling reports and maintaining databases, trackers, schedules and/or calendars; liaising with members, clients, stakeholders and/or customers; data capture and reformatting, invoice reconciliation, and marketplace order processing.
6. Proficiency in MS Office and Google Workspace, particularly Excel and Google Sheets at an intermediate level.
7. A basic understanding of pricing, markup, VAT and reconciliation principles, including debtors, creditors, and supplier and courier invoices; and supplier and procurement basics.
8. Familiarity with exports, customs, HS Code Tariffs and Duties; eCommerce platforms and/or marketplace dashboards (for example WooCommerce, Shopify or Takealot); stock and inventory principles; courier and/or fulfilment platforms (for example BobGo); and import, forex and/or customs documentation, such as tariff (HS) and duty codes will be advantageous.
9. Driver's licence and willingness to travel. Own transport will be advantageous.

KEY ROLES AND RESPONSIBILITIES:

1. Order and Logistics Coordination:

- Process online orders accurately and efficiently, from placement through to dispatch and delivery.
- Coordinate daily with couriers and delivery partners (e.g BobGo, Pargo and other service providers) to arrange collections, dispatch and shipment tracking.
- Liaise with members and the warehouse team to confirm stock availability and arrange timely collection and fulfilment within the stipulated delivery timelines.

- Assist with all aspects of stock (whether dropshipped, hybrid or local in-house stock) from suppliers and keep inventory records accurate and up to date.
- Monitor orders in progress, follow up on delays, resolve and or escalate delivery and collection issues as they arise.
- Coordinate returns, exchanges and replacements in line with store policies.
- Compare courier and delivery quotes and confirm the correct, most cost-effective option for each order.
- Verify courier and delivery charges against agreed rate cards and resolve billing errors and discrepancies with the courier.

2. Administration and Reporting:

- Prepare requests for quotations and obtain supplier and courier quotes.
- Draft and send professional correspondence, including supplier requests, member communications, confirmations and follow-ups.
- Track and process supplier and courier invoices, follow up on payments, and make sure service providers are paid on time, in line with the department's allocated budget.
- Reconcile supplier, courier and forex invoices against agreed rates, duties and pricing, and follow up on any discrepancies.
- Maintain accurate records, trackers and schedules for orders, stock, deliveries and supplier information.
- Track costs against budget and assist with cost comparisons and reconciliations.
- Reformat and clean up product, pricing and supplier data into structured excel or google sheets for import and reporting.
- Apply basic pricing, markup and VAT calculations when preparing product and cost information.
- Compile weekly, monthly, quarterly annual, and ad hoc operational reports for the line manager, including order, delivery and stock summaries as well as member listing information.
- Maintain and update databases of members, suppliers, couriers and partners.
- Provide general administrative support to the Line Manager.

3. Product Listing and Data Administration:

- Monitor and update product listings on Shop Proudly SA, keeping descriptions, specifications, pricing and images accurate.
- Carry out regular catalogue checks to identify and correct listing errors or inconsistencies.
- Capture and reformat product and supplier information accurately into the store and supporting spreadsheets, in line with departmental targets.
- Run quality checks on product and supplier feeds and enable or disable supplier items as required.
- Monitor stock levels across categories and prepare stock breakdowns and reports.
- Support the preparation of import and forex documentation for incoming stock, including researching tariff and duty codes.
- Maintain accurate stock and pricing information and flag low-stock or out-of-stock items to the relevant member and to the line manager.

4. Supplier, Member and Stakeholder Liaison:

- Build and maintain working relationships with Proudly SA members, suppliers, couriers and service providers.
- Support members with listing and supplying their products on the store and coordinate their participation in store campaigns and promotions.
- Respond to member, supplier and customer queries by email, chat and phone in a professional and timely manner.
- Coordinate supplier and member communication and keep contact and product information up to date.
- Coordinate customer and vendor satisfaction surveys quarterly and on an ad hoc basis.

5. Coordination and Planning Support:

- Maintain timelines and plans for product launches, catalogue updates, promotions and store campaigns.
- Support online and in-person campaigns and promotions in line with Proudly South African's mandate, working with the marketing team where needed.
- Anticipate and troubleshoot operational issues before and as they arise.

6. Systems and Process Support:

- Work across the store back-end, courier portals, marketplace dashboards and spreadsheets, keeping information accurate and consistent across systems.
- Liaise with the development and systems teams on store issues, new features and problem-solving, and help check and test changes before they go live.
- Identify and suggest improvements to administrative, data and logistics processes.

7. General:

- Report any non-conformance, complaints or operational challenges to the line manager.
- Keep up to date with online retail, marketplace and delivery practices and industry and regulatory knowledge, locally and abroad.
- Carry out ad hoc duties as assigned.

Interested applicants that meet the minimum requirements should forward their CV in Ms Word or PDF format and quote the reference number in their subject line. CVs may be sent via email to cvs@proudlysa.co.za

Applications close on the 30th September 2026.

The appointment will be made in line with the Proudly South African's Employment Equity requirements.

Shortlisted candidates may be subjected to an assessment.

If you have not been contacted within two weeks after the closing date, please consider your application as unsuccessful. Correspondence will be limited to short-listed candidates.

Proudly South African reserves the rights not to fill this position.