



EMPIRE FUEL

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VACANCY 1 | RECRUITMENT ADVERT

Fleet System Operations Coordinator

Empire Fuel is seeking an organized, service-minded coordinator to support a fleet management system that uses vehicle tags for fueling at participating service stations. The coordinator will help clients and drivers get onboarded, keep vehicle and tag records accurate, and resolve operational issues promptly.

Position	Fleet System Operations Coordinator
Employment	
Location	Cape Town, South Africa
Reports to	
Applications	Email applications to procurementmanager@efuelna.com . Closing date: 31 October 2026.

Key responsibilities

- Collect and check client fleet information, vehicle details, registration numbers, cost centres and authorized drivers before onboarding.
- Create and maintain vehicle profiles in the fleet platform and coordinate tag assignment, activation, replacement, suspension and deactivation.
- Maintain a controlled tag register showing tag number, assigned vehicle, client, status, issue date, changes and approving person.
- Coordinate client and driver orientation on how to present the tag, complete a scan and check that fueling has been approved.
- Coordinate service-station onboarding and maintain current station contacts, operating instructions and escalation contacts.
- Monitor platform activity and respond to declined scans, tag mismatches, duplicate or suspicious activity and station queries.
- Log every support case, record the resolution and escalate system outages, safety issues or suspected misuse promptly.
- Prepare daily operational exception lists and periodic reports on onboarding progress, active tags, station issues and service usage.
- Protect client and vehicle information and follow Empire Fuel access, password and data-handling procedures.

Candidate requirements

- Grade 12 or equivalent; additional training in fleet administration, customer service, IT support or business administration is an advantage.
- At least two years in fleet administration, operations support, customer service or a similar role is preferred.
- Comfortable using web portals, spreadsheets, email and mobile applications; able to learn a new fleet platform quickly.
- Accurate record keeping, clear communication, calm problem-solving and professional client service.
- Valid driver's licence and willingness to travel locally are advantages. English communication is required; additional Namibian or regional languages are an advantage.

What success looks like

Client fleets and vehicle tags are onboarded accurately; tag changes are traceable; station and driver issues are logged and resolved within agreed response times; and management receives timely, reliable operational exception reports.