

Logistics Operations Assistant

Job description

Logistics Operations Assistant

We provide competitive and dependable logistics solutions across the UK, and that's how we've become the South East's largest regional FORS Silver approved carrier.

We are growing, we are stable, and we are looking to recruit an Operations Assistant to join our very busy Operations Team. The successful candidate will be able to work under pressure to tight deadlines and demonstrate excellent customer service skills to communicate with customers and colleagues

NB: This role will be on a rotational shift basis with shift times of 6am to 3pm, 7am to 4pm, 9am to 6pm and 11am to 8pm. Plus rostered Saturdays.

Responsibilities of Role:

- To answer the telephones and emails in a timely and appropriate manner
 - Data Input of all outbound pallet information
 - Dealing with customer queries and complaints effectively daily, ensuring excellent service at all times.
 - To Issue collections to relevant collecting depot
 - Dealing with drivers queries appropriately, and ensuring drivers collections and deliveries are completed to schedule
 - Generate quotes for both new and existing customers
 - To develop and maintain positive customer relationships
 - Prepare administration within set timeframes for trunks to run to schedule
 - Manage key customer accounts, including overseeing insurance, returns, delivery times and standards
- Adhere to health and safety policy, and other requirements relating to care of equipment

Requirements of Role

- Must have a positive, can do attitude!
- Ability to work under pressure and tight deadlines
- Excellent customer service skills
- Strong Microsoft office skills
- Fluent in English both verbally and in writing
- Flexibility is essential due to the nature of the business

Salary and Benefits:

Full details on Employee benefits can be found on our website
<https://www.eezehaul.co.uk/about/eezehaul-employee-benefits/>

• Working hours, rotating shifts, Mon – Fri 6am – 3pm / 7am – 4pm / 9am - 6pm / 11am – 8pm; plus, rostered Saturdays.

• Salary of £24,000 per annum.

• Weekday overtime rates of 1.25 hours.

- Overtime rates for Saturdays at 1.50hours

- Yearly cost of living increases
- 3% Pension Contribution
- £500 refer a friend scheme
- Employee Assistance Programme and Yearly Health MOT's
- 28 days annual leave, including bank holidays, rising yearly up to the maximum of 34
- Sponsored training across various skills.

Job Type: Full-time

Salary: £24,000.00 per year

Benefits:

- Company pension
- On-site parking

Schedule:

- Day shift

Experience:

- Logistics: 1 year (preferred)

Work Location: In person