

Logistics Assistant Job Description

JOB TITLE: Logistics Assistant / Call Handler

LOCATION: Stone Castle, Greenhithe, DA9 9XL

HOURS: Monday – Friday 09:30am – 5:30pm

SALARY: £18,200

This is a varied dual role, working in our Courier division and Patient Transport division.

Courier Division

As a logistics assistant for our Courier division services provided nationwide, we service a range of contracts including clothing and flooring manufactures.

Main Tasks and Responsibilities

- Liaise with customers
- Direct contact for all incoming enquiries
- Input bookings on system
- Planning allocation of work, ensuring vehicles not overweight complying with legislation and regulations
- General administration duties
- Liaising with courier drivers/staff
- Reporting incidents, escalating issues to management
- Informing clients

Patient Transport Division

Our main aim is to ensure our ambulance service is as efficient as possible, minimising delays and creating a stress-free environment for those that travel with us.

Responsibilities

- Handle inbound calls from patients, clients, and colleagues
- Check the daily planned work and co-ordinate any identified changes with relevant stakeholders
- Manage expectations of the service users
- Deliver patient-focused service, assisting and updating patients of any changes to their journey
- Manage enquires from the trust and from patients in a professional manner
- Input high volumes of information to company databases accurately
- Communicate with colleagues and management team

Personal specification

- Previous experience within courier/logistics (desirable)
- Data input (essential)
- Administration background
- Communication skills
- A minimum of 1-year proven experience within a call centre background
- Strong administration skills with excellent attention to detail
- Excellent people skills and ability to communicate to all levels is vital to this role
- Must have excellent communication skills both written and verbal.

Benefits

- Access to our employee assistance programme
- Eligibility for discounts with retailers and travel agents; online and on the high street
- Refer a friend scheme
- Employee of the month scheme
- Company events
- 28 days holiday including Bank Holidays per year