

ROLE SPECIFICATION

Position:	THC: Logistics Co-Ordinator (“LCO”)
Department:	The Hatchbag Company – Logistics Department.
Location:	Wirral, UK
Terms:	Full-time, Permanent
Responsible To:	BMB & THC: Operations Manager

ROLE OVERVIEW

This is a Logistics Co-Ordinator role for an on-line B2C business. The LCO:

1. Will manage the complete logistical needs of the business.
2. Serves as link between the Production department and the Customer Service department providing real time information on order progress, and initiative to follow up on such progress, therefore the consistent provision of a proactive and fast service approach is crucial. The role is responsible for delivering an excellent and timely service primarily to the customer service department, by liaising internally with all other operational departments and have first-hand information on all orders from scheduling to despatch.
3. The provision of communication to customers requiring updates on order tracking status.

Principle Responsibilities

- Weekly creation of a production order schedule which meets the agreed delivery date and prioritise urgent orders.
- Print & distribute job cards (printed by customer service) to the production team according to order urgency.
- Attend daily morning meeting with production to have an update on orders progress, communicate any changes to existing and issued order job cards in real time and communicate any operational information back to Customer Service.
- Daily monitoring of order progress to ensure all orders are timely dispatched highlighting any urgent & late orders and providing the relevant feedback to Customer Service.
- Chase orders and make sure they are completed before Courier collection and eliminate packing and despatch.
- Daily order of fitting kits preparation which involves printing and minor item assembly.
- Carry out the packing preparation and complete order packing.

- Despatch of all orders using courier websites and company’s e-commerce website which triggers an e-mail notification to customers including a consignment number.

- Liaise with courier companies for any consignments issues (missing/delayed deliveries).
- Scanning & filing of despatched orders
- Implementing operation procedures (SOP) in order to improve efficiency and access to order information.
- Occasional cover for other related customer service tasks for which training will be provided on order and customer telephone and e-mail enquiries.

Required Behavioral and Technical Competencies

- The ability to effectively manage all the above responsibilities with minimal supervision.
- The ability to work as part of a team and under pressure in busy times.
- Good literacy, numeracy and verbal communication skills and IT literate.
- A positive individual with a 'can do', results driven approach and attitude.
- Keen to develop and learn new skills.
- An effective and confident communicator who listens and is able to express themselves clearly.
- Friendly, responsive and professional communication with all colleagues and customers.
- Committed, reliable, responsible, and honest with high integrity.
- Welcomes change, is flexible and can adapt and deal with various demands.
- Meeting the training and development requirements of the job role.
- Flexibility to support other areas of the business as and when needed.

Experience

- Managing multiple priorities and coping when under pressure.
- Accurate and effective use of a company ERP or database System.
- Excellent team work and co-operation skills.

Desirable Skills

- Desirable but not necessary to have proven experience within a production scheduling, logistics environment, as well as administration skills.
- Interested in establishing a career in Logistics in on-line B2C environment.

Qualifications

- GCSE results with 'C' or above in English & Mathematics.
- Computing Qualification is desirable.

General Information

- In addition to the duties and responsibilities listed, other duties may be assigned by the Line Manager.
- This document is a guide to the role. It may be changed from time to time to meet changing circumstances. It does not form part of any Contract of Employment.

Fair and Equal Recruitment

All recruitment is carried out in line with our Equal Opportunities Policy. The company is opposed to all forms of direct and indirect discrimination and will select for employment, training and promotion on the basis of suitability for the job and/ or merit. Only applicants who are legally entitled to work in the UK and are currently resident in the UK are invited to apply. If you have not received a reply within three weeks please assume that your application will not be taken any further. Thank you for the interest in our company.