



## Senior Logistics Coordinator

Full Time – Permanent – Monday to Friday 9am – 5.30pm (plus flexibility to work weekend cover as required)

**Salary** £26000.00k - £27000.00k pa (depending on experience).

Are you an experienced **senior coordinator**? Do you have a good **understanding** of the impacts of delivering the **best customer experience**? Are you happy to work in a **reactive, fast paced** warehousing and distribution company?

At G Comms, we distribute and stock hold materials for the telecommunication's industry. Based within a 38,000sqft site based in Coleshill we have a number of warehousing facilities across the midlands.

As the senior logistics coordinator your role is to ensure that the delivery of the customer expectations is met, to manage a team of logistics coordinators and to work closely with the internal departments to ensure full customer satisfaction.

Crucially you will be a team player with excellent communication skills who can build and maintain relationships across the business.

### **Our expectations of you in the role are:**

- Assist with managing performance of our logistics partners, ensuring the correct level of service is being offered from start to finish.
- Sending pick notes to the warehouse, managing the flow and transit times to ensure on-time delivery and inventory reconciliation.
- Oversee updates to the sales team on order status and generation of shipping documents for example, pick notes and delivery trackers.
- Management of a team of logistics coordinators and administrators to ensure the customer experience is delivered to the highest standard. You will be the point of escalation for the logistics team, offering support as and when required.
- Manage team issues and conduct investigations and disciplinaries as required. Manage issues through to completion and escalate to senior management as required.
- Manage customer escalation issues, conduct investigations and follow process to drive through to solution.
- Oversee the managing, preparing and routing of customers order details to logistics providers.
- Ensuring prompt delivery/collection of orders through fluid follow-up measures.
- Responding to sales team questions and enquiries feeding back on status of deliveries.
- Ensure all P/O's are received and inputted into the relevant systems to ensure timely invoicing and assist finance with any invoicing queries.
- Performing the operations administrative tasks required to manage key accounts.
- Preparing reports for senior management, as and when required.
- To schedule and carry out Internal audit reviews of the processes and procedures.
- Attend management meetings and report all activities, issues and corrective actions and opportunities.

- Be proactive in putting forward continuous improvement ideas to direct manager and senior team.
- Manage full health & safety and quality compliance within the team.

**Skills and experience Required:**

- Knowledge of relevant business operating systems.
- Positive role model.
- Effective communicator.
- Effective problem-solving skills.
- Experience of leading team member disciplinary and investigation meetings.
- Ability to manage workload effectively and prioritise.
- Results focussed.
- Effective decision maker.
- Relationship builder.
- Commercial awareness.
- Flexibility to support customer changing demands.
- Effective negotiator.
- 100% attention to detail.
- Experience of leading and influencing a team.
- Experience working within a logistics role.
- Customer orientated.
- Proficiency in using Microsoft Office packages.
- Experience of working within telecoms would be a strong advantage.

For more details or to apply for the position please get in touch now at [HR@gcomms.com](mailto:HR@gcomms.com).