

Permanent role based in Dromore Co. Down

Job Title: Freight Bookings / Customer Services Administrator

Mulgrew Haulage Ltd established in 1973 provide Haulage and Warehousing services operating an extensive fleet of new trucks and curtain side trailers delivering unit loads throughout Ireland and the UK. Servicing mainly the food, drink and packaging industries we pride ourselves on the service given to our many blue chip customers. Based at our Head Office in Dromore Co. Down this exciting new role has been created to assist and strengthen the current Traffic Team. This is an excellent opportunity to develop a career with a highly professional and customer focused company.

Job Summary: Reporting to the Customer Services Manager the successful candidate will process customer's freight bookings whilst liaising with our team of traffic planners to maximise customer satisfaction, maintain KPI's and resolve queries and issues as they arise.

Role

- Liaise with Customers to process a high volume Freight Bookings
- Update of Traffic Management System and record rates for all bookings
- Provide customer with confirmation of bookings
- Maintain various spreadsheets to record KPI
- Tracking & Tracing of all collections / deliveries
- Manage Customer queries and issues and keep informed & updated of all changes
- Build and maintain strong relationships with customers
- Support the link between customer and traffic department
- Other admin duties as required

Criteria:

- Must be a Positive & Customer focused individual
- Motivated with strong communication skills
- Efficient IT skills to include Excel
- Ability to work accurately in a dynamic & pressurised environment and maintain strict reporting deadlines
- Must be able to work as part of a team.

The ideal candidate must be degree qualified or have experience in the Logistics Industry or similar Customer Service orientated role.

Salary: £19000 - £22000

Please send CV to HR@mulgrew.com Closing Date Monday 21st September 2020