

Job Description

Job Title: Despatch Clerk

Department: Logistics

Reporting to: Steve Kiddle

Directly Responsible for:

- All admin duties involved in the shipment of finished goods and collection of goods

Overall aim of the Job

Work effectively and efficiently in a dispatch and warehouse environment to receive and schedule shipping and freight operations, including developing a working knowledge of warehouse organisation and creating proper and detailed shipping documentation. Work with the production/sales and warehouse team to ensure customer satisfaction.

Main duties & Responsibilities:

- Printing out production orders / Alterations
- To enter all necessary data on to the in-house computer system
- Arranging shipments from collection to delivery
- Booking haulage and courier shipments
- Raise all relevant paperwork to enable shipment of goods
- Work out shipping costs for orders and raise PO.
- Obtain POD / ETA
- Book Ran collections – pallet and parcel
- Keep all relevant stakeholders updated on status of shipments
- Import and export control experience
- Raising of all relevant export paperwork

Skills/Abilities

- Strong written and verbal communication skills
- Working knowledge of Microsoft Office applications
- Proven experience within a customer facing environment
- Proven account management experience
- Knowledge of similar industry desirable
- Good level of numeracy and literacy
- Strong organisational skills
- Strong Import /export shipping experience

This not a definitive list and is subject to change as the business needs deem necessary.
You may be required to undertake differing tasks within your capability.

Personal Attribute's

- Results orientated
- Critical thinking and problem solving
- Excellent telephone manner and dealing face to face with clients
- Punctual and adaptable
- Ability to work as part of a larger team or on own initiative
- Flexible approach to working and shift patterns
- Willingness to learn and develop skills
- Attention to detail
- Ability to work in a fast pace environment and to meet deadlines

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