

Transport Administrator

We are an independent haulage company based in Halifax, West Yorkshire, currently seeking a Transport Administrator to join our team.

The role will involve you working closely with the existing team ensuring that key operational objectives are achieved by maintaining high levels of customer service.

You will need to effectively administrate all aspects of a busy transport office with the ability to communicate in a professional and polite manner with customers, drivers and sub-contractors via telephone, email and face to face contact.

The job would suit someone wanting to progress potentially into a Transport Planner role.

Duties and Responsibilities

- Handling incoming and outgoing telephone calls with customers, sub-contractors, depots and drivers
- Routing trips and booking deliveries in with customers
- Handling quote requests and resolving issues
- Liaise with drivers, customers, sub-contractors and depots with regards to traffic and delivery updates
- Processing incoming and outbound emails
- Managing P.O.D.s and filing documents / paperwork
- Assisting the Transport Planner

Skills

- Competent using Microsoft Office (Outlook / Excel / Word)
- Previous experience using a Management Information System
- Excellent telephone manner
- Excellent administration and organisational skills with the ability to multi task
- Excellent literacy, numeracy and communication skills
- Strong attention to detail

The Individual

- Customer focused
- Ambitious and willing to progress
- Ability to be a team player yet can use their own initiative

Qualifications

- Previous experience in the transport industry is essential.
- Forklift truck license would be advantageous.
- Previous customer service experience is essential.
- A good knowledge of U.K. Geography is highly beneficial.

Hours

This is a full time position equating to around 45 hours per week. Monday to Friday 08.00am – 18.00

Holidays

20 Days plus 8 Days Bank Holidays

Benefits

- Company pension scheme
- Child Care voucher scheme

Please send you C.V. to tom@goodales.co.uk