



WE ARE NOW RECRUITING FOR A CLIENT SERVICES COORDINATOR!

Fixed Term Role | Reward Structure | Friendly Workplace Environment

An exciting opportunity has arisen for two full-time Client Services Forecasting Coordinators to join the team in our Warrington Head Office. This role will initially be for four months fixed term however may have potential to become a permanent role.

WHO IS THE DELIVERY GROUP?

Originally a letter delivery business, The Delivery Group has an outstanding track record for growth, taking turnover from start up to over £200 million in the last ten years since it was established. We have also been ranked several times in the 'The North West's Fastest Growing Company' report and The Insider's 'Growth 100 Report' as well as successful inclusion in the Sunday Times Fast Track 100. We have successfully diversified into the rapidly growing economy parcels market, capitalising on the boom in online shopping. The Group is now represented by multiple sites around mainland UK and continues strong growth year on year.

Job Overview:

This is a new role that has been created to control volume forecasting to the business. This will be achieved by working closely with Mailing Houses & Individual Clients to ensure data accuracy of planned mailings. You will support the operation by proactively engaging both internally and externally on a daily basis and assist with topics such as collections / consumables / data uploads and general mailing queries.

You must be courteous and professional with an aptitude for customer interaction, a self-starter with a 'hands-on' approach and the drive to 'get things done'.

Main Duties:

- Proactive daily engagement with all Mailing Houses / Clients to discuss scheduled mailings uploaded to our data platform for the following day and to validate the despatch of each job.
- Management of our data platform each day to amend mailing dates to reflect jobs which may have moved or are no longer mailing. This will include splitting jobs which may be collected over a number of days.
- For every mailing, establish the bag ranges planned to mail on each date and apply these ranges to each day's forecast. For any split mailings where exact splits are unknown a volume forecast should be obtained together with an anticipated 'fall to earth' to support our processing and transport team efficiencies.
- Analysis of all work scheduled within our data platform from a 7-day outlook to support the processing and transport teams in gauging handover 'fall to earth'.
- Transport engagement to ensure maximum vehicle efficiencies. To have a full appreciation of requirements from a transport perspective which will include understanding of vehicle capacities and loading constraints.
- Support the Operation by driving positive behaviour both internally and externally in terms of mail presentation compliance and consumable ordering to reduce any negative impact of noncompliance to the business.
- Support the Operation by assisting the transport team in planning large collections and proactively influencing early collections to reduce negative impact to the network.

- Assist the Operations, Transport & Client Services teams with any other reasonable tasks.

The above list of duties and responsibilities may be changed, altered or added too in the future and is not exhaustive.

Skills & Experience:

- Excellent communication skills – verbal & written
- Strong relationship management skills
- Excellent attention to detail
- PC literate – Word/Excel/Outlook
- Team player but also able to work under own initiative and prioritise workload
- Previous experience working in an office environment, preferably in a customer-focused/service environment
- Previous industry related experience

You will be a 'self-starter' who is highly organised, with a proactive approach and a 'can do' attitude to problem solving. You should have strong attention to detail and a focus on quality. Possessing robust communication skills, demonstrating proven customer relationship skills, you will be decisive, persuasive and have the necessary client-facing gravitas to reflect the company in the best possible light with customers. Moreover, you must be able to work effectively as an individual, as well as part of a team.

Ready to apply?

If you would like to apply for this vacancy, please contact us now by sending your CV to HR or at careers@thedeliverygroup.co.uk