

TDW Distribution Customer Service / Administration Assistant

Job Description

Company name: TDW Distribution. TDW Distribution are a family owned distribution haulier based in Bridgend, South Wales. We have a fleet of over 100 vehicles operating throughout the UK and Northern Europe, specialising in the distribution of fast moving consumer goods.

Job title: Customer Service / Administration Assistant.

Responsible to: Operations Director.

Location: Bridgend depot.

Hours: 4on4off 6am-6pm

Salary: £21k per annum

Job Purpose and Requirements

To assist the Operations team in the effective and efficient management of TDW Distribution customer accounts.

Key Responsibilities and Accountabilities

To deal with calls from members of the public.

To deal with calls from customers.

To carry out the necessary administration for customer accounts.

To resolve any identified problems with customer accounts.

To assist the sub-contracting manager.

To assist in the administration of sub-contracting accounts.

To administer excel data bases.

To produce word documents and reports.

To process customer orders and invoices.

To support the traffic managers in allocating workloads to drivers.

To support the management team in the effective running of the office.

Person Specification

Qualifications/education/training

No specific qualifications are necessary, however GCSE in English and Maths desirable.

Ability to use the Microsoft suite of computer programmes.

Experience

Experience of working in an administrative or customer service role desirable.

Knowledge

Must demonstrate a desire to work in, and a general understanding of, the haulage industry.

Skills & competencies

Good face-to-face and telephone communication skills desirable.

The ability to handle data, and produce word processed documents.

Personal attributes

Self-motivated, reliable, honest, can work as part of a team, and can demonstrate initiative.