

Despatch Coordinator

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Company: Igloo

Location: Chipping Warden

Category: management

Despatch Coordinator

Location: Chipping Warden, Northamptonshire

Shift Pattern: Monday-Friday, (Apply online only) or (Apply online only) (Shifts)

Pay Rate: £25,000 per annum

Employment Type: On-going work

At Igloo, we are on the lookout for a Despatch Coordinator to join our client's team in Chipping Warden. Our client are an innovative, customer focused organisation who deliver an outstanding customer experience, and have operations throughout the country.

Roles and Responsibilities:

- * Ensure timely departures of drivers, escalating delays to the Account Services Team.
- * Prepare and manage daily work and run schedules.
- * Support drivers' needs and resolve day-to-day challenges.

- * Communicate and collaborate with accounts teams regarding scheduling changes.
- * Advise drivers on traffic, weather, and route-related issues.
- * Maintain dispatch records and customer information accurately.
- * Arrange cost-effective travel for drivers and manage release notes and key allocations.
- * Report driver training challenges to the Training and Development Manager.
- * Collaborate with the Despatch Manager for issue resolution and action.
- * Execute varied duties as required by the business.
- * Maintain adherence to health and safety standards concerning vehicle condition and driving hours.
- * Act as the point of contact for customer impact concerns.

Knowledge and Experience:

- * Minimum 1 year in an administration role.
- * Vehicle management environment experience (desirable).
- * GCSE Maths grade C or equivalent.
- * Proficiency in MS Word, Outlook, and Excel.
- * Accurate and detail oriented.
- * Strong multitasking ability under pressure.

* Excellent communication skills.

* Decision-making aligned with customer experience.

* Strong team player.

* Proactive and adaptable.

* Highly self-motivated achiever.

Apply today and join the team!

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