

Warehouse Administrator - Grooming Equipment Tech Team

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Company: Vets for Pets

Location: Wolverhampton

Category: other-general

Grooming Equipment Administrator

Stafford Fulfilment Centre

We are looking for an experienced administrator to join our Grooming Equipment Team at our Stafford Fulfilment Centre.

The Role

As a GET Administrator you will be the first point of contact to the GET Team for salons making regular and routine appointments and enquiries regarding Grooming Equipment.

You will also arrange for the collections and delivery of kit to and from the salons in accordance with the appointment booking processes. You will be required to track all incoming goods and equipment ensuring accurate maintenance of records for stocks and work in progress, to enable the Lead Colleague to allocate this work across the team and prioritise in line with turnaround times.

In addition, the role provides additional support to the technician team during high volume periods or absence and therefore administrators will be trained to conduct sharpening responsibilities and be willing to share their skills with other members of the team to support growth and development.

The Shifts

Monday to Friday 8:00 – 16:30

Key Responsibilities

Maintaining accurate appointment records and reporting on activity completion rates against agreed KPI's

Monitor and report on trends by salon, region, and type of activity to flag areas of concern, or improvement.

Support Salon Teams with all general Grooming Equipment enquiries, how and where to order.

Develop and maintain "How to guides" for salons on a range of areas including use of the GE team services and routine equipment maintenance/ trouble shooting.

Use all forms of communication media to promote the GE team service across the retail division.

Maintain and monitor equipment in salon levels and requirements, identifying trends and ensuring effective allocation and redistribution of kit as required across the salons.

Monitor and ensure correct consumable stock levels are maintained, raising the appropriate paperwork as required to order and receive replacement items.

Identify and source new suppliers within the group procurement policy guidelines.

Routinely review equipment and monitor trends to propose new or replacement equipment as required.

Develop and maintain systems to maintain and replenish Kit banks ensuring accurate record maintenance, recovering overstock, and increasing understock complements.

Manage repair and service requests in accordance with resource availability and demand in GET Team. (Clippers, Dryers, Blasters)

Consult with Groom Room teams to determine and trouble shoot issues being experienced whilst operating kit. (Clippers, Dryers, Blasters)

Coordinate with equipment suppliers to identify when if issue is covered by warranty and if item is in warranty, then arrange appropriate replacement or exchange as specified under contract.

Maintain drying equipment service records to ensure timely and accurate maintenance and servicing of Dryer in line with manufactures guidance, educating and consulting with salons, as necessary.

Oversee and maintain procedures for shipment in and out between GE centre and salons of all equipment in a safe, secure, and timely manner ensuring accurate maintenance of all records in relation to shipping and transfer of equipment.

What you will bring

Attention to detail, dexterity and has a positive attitude.

Customer focused, with good customer service and communication skills.

Is willing to receive training and perform all duties associated with the role of GET Team Colleague

IT Skills, MSOffice including Outlook, Word, Excel, PowerPoint

Knowledge and experience of customer service in a logistics based or service provision environment.

Knowledge and experience of resource planning and work allocation.

Will identify and support continuous improvement initiatives.

SAP ability to raise, release and receipt purchase orders/invoices.

What you will get in return

Competitive pay

Full-time employment

Training and development opportunities

Potential industry qualifications

Room for career growth within our company

A generous Total Reward Package, which includes:

Paid annual leave.

Free on-site parking

On-site electric vehicle charging.

A paid day off for your birthday

An extra paid day off to celebrate a new pet in your family.

Optional annual bonus scheme for hourly employees

Cycle to work program for tax-free bicycle purchase.

Enhanced maternity, paternity, adoption, and shared parental leave.

Access to a subsidised canteen, discount in Pets at Home stores and more!

(Note: Benefits are pro-rated based on your contracted

About Us

Pets just see people. They are not biased, and they do not discriminate. We take our inspiration from pets, and we value and respect difference in all its forms. Our aim is to reflect the diversity of the communities we operate in, and every colleague can help us achieve this. We encourage our people to be themselves so even if your skills and experience do not perfectly align, if you think you can make a unique contribution through your values and behaviours, we want to hear from you!

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