**Job Description**

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| Job Title: Logistics Admin Assistant  Reporting To:Logistics Manager  **Job Purpose**:Working in a fast-paced environment, the logistics assistant will provide support to the logistics team to ensure our customers always experience the highest level of service. Working closely with Production, Sales and Warehousing, the successful applicant should be someone with good interpersonal skills and the ability to work within a cross functional team |
| **Main Responsibilities:**   * Preparation of customs declarations, health certificates and customs invoices * Generating sales orders, picking notes and delivery paperwork * Handling customer queries such as but not limited to delivery, invoicing and returns * Preparation of management KPIs and where necessary attend management meetings * Contribute to the continuous improvement of the company through collaborating with other departments and escalating reoccurring trends to senior management to ensure the root cause is identified and a solution implemented to reduce / eliminate the issue * Gain an awareness of cross functional departments within the business to build product and processing knowledge * Processing of online and telephone orders * Other duties, within reason, as and when required |

**PERSON SPECIFICATION**

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| **Job Title: Logistics Admin Assistant**   |  |  |  | | --- | --- | --- | | *Criteria* | *Essential* | *Desirable* | | Knowledge | * 1+ years’ experience in a logistics/transport/freight forwarding role * 5 GCSEs, inc English & Maths |  | | Relevant Experience | * Good level of computer literacy (Microsoft Word & Excel) | * Previous experience creating and submitting customs declarations * Experience with MRP/ERP systems | | Skills & Competencies | * Good interpersonal/communication skills; both verbal & written * Ability to be patient and remain calm under pressure * Ability to prioritise tasks * Must be able to work from their own initiative * Ability to work as part of a team * Reliable |  | | Circumstances | * Able to work flexible hours as required | * Full clean driving license | |
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