



www.uchlogistics.co.uk

CUSTOMER SERVICE ADVISOR

UCH Logistics is a dynamic, customer focused provider of specialist transport services to the airfreight industry. Established in 2000, we have built a reputation for offering reliable, time-sensitive and next day deliveries throughout the UK.

We are looking to strengthen our Front Office Team with an additional **Customer Service Advisor**. This role will assist with the receiving, checking and scanning of documents for our warehouse colleagues, liaising with drivers and customers, and inputting daily data as required. A flexible approach is needed, and there will be some crossover of duties with the night shift Administrators to support each day's undertakings and activities in running as smoothly as possible.

The successful candidate will likely have the following additional skills and experience:

- Excellent attention to detail
- Excellent data entry skills
- A good working knowledge of the Microsoft Office suite
- The ability to work to strict deadlines
- Excellent customer service skills and the ability to communicate well with a variety of colleagues & customers
- Very good organisational skills
- The ability to remain calm and courteous in all situations
- Knowledge of the transport and/or freight forwarding industry would be an advantage but not essential

Initial and ongoing training on our in-house systems, processes and procedures will come as standard with the potential to develop more detailed knowledge of the Transport/Freight Forwarding industry.

This is a full time, permanent role, Monday to Friday, 10:00 - 19:00

In return, we offer:

- Up to £13 per hour/£30,420 per annum, depending on experience
- Overtime available during busy periods
- 28 Days Holiday (rising to 30 Days after 2 years' service) including Public Holidays
- Free on-site parking

In line with industry regulations, your Right to Work in the UK will be verified at or before interview and detailed 5-year referencing is required.

To apply, please email your CV and any additional relevant information to hr@uchlogistics.co.uk.

HR/October 2024



UCH Logistics Limited

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