



Client Service Coordinator - 3PL Warehouse

TLH Recruitment • Western Sydney NSW

 Base pay
\$55,000 - \$55,000

 Work type
Full Time

 Contract type
Not provided

Full job description

TLH Recruitment is an Australian owned business that has been established for 8 years. We recruit nationally for the Construction, Warehouse & Logistics industry. We pride our business on delivering optimum Customer Service and Candidate Care.

Our client is a leader in the warehousing and distribution industry and look after the logistics needs of multiple well known brands.










Based in Pemulwuy, they have an urgent need for an experienced Client Service Coordinator to assist the Client Service Executive and Manager in ensuring clients orders are received and processed accurately and efficiently.

Duties:

- Accurately interpret client order/allocation requests, anticipate and resolve any issues
- Ensure all job briefs & tools (Sales Orders, Spreadsheets, Labels, and Post State Breakdowns etc) are accurately communicated to operations, within SLA timelines
- Preparation of quotes and estimates
- Record keeping / filing / document preparation
- Liaise with clients on daily requirements and activity and deliver required reports
- Provide timely and accurate customer service status information
- Ensure Project performance and delivery meets KPI's
- Accurately interpret client order/allocation and foresee any issues
- Produce, check and accurately deliver all required client reports as specified within the SLA
- Order delivery liaison and follow up store queries
- Coordinate email orders and dispatches
- Responsible for delivery of customer service KPI's

To be considered for this role it is essential that you have:

Job details

-  Date posted
10 Jun 2021
-  Expired On
07 Jul 2021
-  Category
Customer Service & Call Centre
-  Occupation
Customer Service
-  Base pay
\$55,000 - \$55,000
-  Work type
Full Time
-  Job mode
Permanent
-  Industry
HUMAN RESOURCE
-  Sector
PRIVATE BUSINESS

- Worked in a similar role within the warehousing & logistics industry
- Clear Communication skills both written and verbal
- Customer service or client service experience
- Intermediate Excel and Word skills
- Client relations management experience
- Time management and priority setting skills

If you have the above experience and are looking for a new challenge please apply via the link below.

Only shortlisted applicants will be contacted.

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