**CUSTOMER SERVICE APPRENTICE**

**Salary £15,000 per annum – 40 hour week**

**JOB BRIEF**

To assist the Transport Manager and Transport office in the day-to-day planning of workload for the 15 vehicles that are run daily. Learn basic Transport strategic planning to utilise the best practice so that vehicles are run to their optimum capability. One of the first phone takers to deal with customer queries and to assist with the Weighbridge and live customers as they enter the site.

**DAY TO DAY RESPONSILIIBITIES**

* Make sure the Skip Inbox is monitored and orders/requests/queries are dealt with in a timely organised fashion
* Answering of Phone calls and placing deliveries/exchanges/collections on the system for the customer who has called and providing them with the date of when to expect the service
* Liaise with Transport Manager on day-to-day workload of the different vehicles and to learn best practice in how to route efficiently and effectively
* Make sure the fleet of drivers are kept up to date with any work changes as they happen

* Daily check on all bin / skip supplies to make sure we have sufficient stock on site
* To chase “Slow Movers”. Roro’s and Skips that have been on site over a set period of time

**DESIRED WORK REQUIREMENTS (Not essential)**

Confident personality

Good communication skills

Interest in a Transport based position

Keen eye for detail

Reasonable local area knowledge