



TRANSPORT COORDINATOR

(Full-Time)

G3 Castleford

ABOUT G3 REMARKETING

Established in 2009, G3 Remarketing is one of the UK's fastest growing vehicle remarketing and disposal management specialists.

With a purpose-built industry leading facility opened in 2021, the business continues to reshape the expectations of physical and online auctions. Combined with a totally new operational platform and client interfaces, G3 will become the benchmark for all other independent auction businesses throughout the UK and Europe.

We have an exciting opportunity for a **Transport Coordinator** to work closely with our customers and ensure their vehicles are collected and delivered in a timely manner. As a representative of the business, it is important that the candidate maintains our high standards in a fast-moving workplace.

OVERVIEW

As Collections Coordinator you are responsible for managing the transportation and logistics for all inbound and outbound movements nationwide across a broad spectrum of vehicles. Working across both our vendor and buyer base you will need to be confident in communicating with people of all levels and across different business sectors.

Liasing with Sub contractors to ensure service levels are maintained and be proactive in your approach to booking transport, reviewing all options and costs on a regular basis.

Outbound contact with customers, ensuring that all relevant questions have been successfully answered and that the most appropriate method of transport is arranged. This includes dealing with different collection scenarios including some which may be of a sensitive nature.

Ensuring all associated collection/delivery paperwork and vehicle documentation (V5's, service history, proof of delivery etc) are requested, received, recorded and signed for at the time of collection.

Ensure that agents are clear on the expectations of G3 with regards to agent conduct and remind them that all vehicles are to be driven with due care, attention, within the relevant speed limits and in accordance with the Law.

Arranging vehicle deliveries post sale, confirming delivery details with our buyers and negotiating rates for delivery with subcontractors whilst maintaining a healthy margin.

MAIN RESPONSIBILITIES

- Reviewing, allocating and scheduling jobs to maximise operational and logistical performance
- Outbound telephone calls with customers to arrange collections and chase replies
- Negotiating rates for movements to ensure profitability
- Managing any customer complaints related to the transport process
- Liaising with collection and delivery contractors on a regular basis throughout the day to ensure a first-class service
- Optimising vehicle collections via area and cost effectiveness
- Replying to emails and telephone calls
- Booking and organising jobs across dual systems
- Respond to telephone calls in a timely manner by providing a friendly and supportive service to customers
- Any other ad-hoc duties as required by the business

EXPERIENCE, ATTRIBUTES & SKILLS FOR THE ROLE

- Experience of working within a transport or logistics sector is preferable
- Excellent telephone manner
- Solid administration skills & methodical approach with a keen eye for detail
- A good working knowledge of Microsoft packages (Excel, Word, Powerpoint)
- A good knowledge of manufacturer makes and models of cars and model dimensions for loading / planning would be preferable
- Good geographical knowledge of the UK would be advantageous
- Ability to prioritise workloads in line with business requirements

POSITION & REMUNERATION

Full time permanent position (Mon-Fri 9am-5.30pm)
Based at G3 Castleford (WF10 4UA)

The successful candidate will receive:

Starting salary of £22,880 (band 1) with regular band review based on skills and performance
Up to 10% profit related bonus (subject to company achieving profitability target)
Company Pension Scheme
Life Assurance (x3 basic salary) *
25 Days annual leave plus statutory bank holidays
Length of service award – one extra days holiday for every 5 years of continuous service
Additional holiday day for birthday *
Referral incentives for employee recommendations

* Subject to employment milestones