



## **Operations Planner**

Reporting directly to the Senior UK Lead, the role holder's duties will be to provide full time support to a busy operations team. The main responsibilities of this role are to assist our Export/Import Key Accounts along with operations planning, general administrative duties, and delivering an excellent customer experience.

### **Duties and Responsibilities**

- To complete the day to day processing of import manifests and bookings in line with company policy and procedures.
- To provide excellent customer service to our customers by responding to customer enquiries and requests in a timely and professional manner.
- To meet the operational day to day delivery needs of our customers in the most cost efficient and effective manner.
- Responsible for ensuring that files are managed accordingly, and that billing and costing are input and processed as per company procedures and time frames.
- Responsible for keeping the customer fully informed on order progression and any deviations, exceptions or changes that may arise from time to time.
- Communicating with other departments within the company as well as external parties to agree discrepancies raised by our agents.
- To display and promote a positive work environment through respecting & supporting work colleagues in the completion of all duties as directed.
- Comply fully with the defined operating procedures (SOP's) and processes.
- Comply fully with the administration duties inclusive of investigating, sourcing, processing, and inputting into reports or other reports as requested in a timely and efficient manner.
- Support resources through effectively resolving service-related issues and/or queries while proactively reviewing the most effective approach.
- Support all continuous improvement initiatives including cross departmental projects through proactive engagement.
- Proactively support and fully comply with the Companies Health and Safety policies and procedures.
- Assist in other functions within Operations on a project basis when requested.

### **Qualifications**

- Demonstrated ability to speak and write in English fluently.
- Good level of numeracy, literacy and Microsoft Office skills.
- 3-5 years similar experience preferential.
- Highly proficient on Excel and Reports.
- Experience
- Previous office administration experience in an extremely fast paced environment with several team members.
- Knowledge of the Logistics / Freight Industry would be a distinct advantage
- Good Communications skills with proven work performance results.
- Exposure to working to KPI's and the deliverance of same.

**PRC Sales Recruitment**

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### **Skills/Competencies**

- Professional and focused approach with a high level to attention and detail.
- Attention to analytics and conformance with defined procedures around tight timelines Customer focused with desire for strive for excellence
- Positive can do and highly ambitious approach
- Ability to work as part of a team and on own initiative Increased level of flexibility to meet timelines on reporting Must be able to work effectively with minimal supervision. Exceptional Communication skills

### **Our Reference SG341**

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