INTERNAL VACANCY

X 2 Customer Analyst – All shifts*

SITE: Sertec Logistics Centre

RESPONSIBLE TO: Senior Customer Analyst

HOURS OF WORK: All shifts* AM 06.00AM – 14.00PM
DAY 07.00AM – 16.00PM
AFTERNOON – 14.00PM – 22.00PM
NIGHTS – 22.00PM – 06.00AM

MAIN PURPOSE OF THE POSITION:

- To ensure that all customer requirements are meet in full on a daily basis. Delivery performance must be 100% at all times.
- To liaise with manufacturing on all production / supply issues. The supply of daily production needs is mandatory.
- To identify any schedule / TDS anomalies and inform customers in writing via E-mail or fax at all times.
- To liaise with other departments on new projects and engineering changes & monitor / control new part introduction.
- To ensure customer requirements are made available to stores / despatch team leaders on a daily basis.
  To control and monitor unplanned deliveries / collections, data to be recorded in KPI or QOS format on a weekly basis.

PRINCIPLE DUTIES / RESPONSIBILITIES:

- To ensure customer satisfaction at all times and avoid any line stoppage situations.
- To supply relevant information daily to production/planning and agree daily delivery plan in line with customer requirements.
- To control and update the delivery requirements in despatch on a daily basis and issue the stores with picking lists on a daily basis.
- To identify transport requirements and liaise with Logistics Controller. Unplanned deliveries to be recorded and monitored.
- To identify any additional transport costs and forward costs to the Operations Director to review.
- To supply information on a weekly basis to the Operations Director prior to the weekly review meeting. QOS format is required.
  To control and monitior delivery performance and provide daily information - data to be recorded in KPI or QOS format.

Please apply for this vacancy by sending in your CV by e-mail, stating the reason you are applying why you feel you would be suitable for this position and what shift you would like to apply for.

*Please note that due to new accounts, shift patterns will be reviewed accordingly dependent on successful candidate and business needs.

This e-mail should be addressed to:
Samantha.lescott@sertec.co.uk

CLOSING DATE FOR APPLICATIONS – 12.01.2018