

## **Operations / Customer Services Asst**

**Impact Express**

**Full Time Permanent**

Impact Express is an independent International parcel delivery supplier, we offer worldwide Express delivery solutions based in Colnbrook near Heathrow.

### **The Role**

We have an opportunity for an Operations/Customer Services Agent to join our friendly team and help assist our clients with their requirements.

### **Candidate requirements**

- Receiving and processing international Parcel deliveries within the warehouse environment.
- Weighing and using our electronic volumetric machine to ensure accurate billing for shipments.
- Creating shipping labels using our inhouse system
- Providing client support effectively on email and telephone
- Quoting clients for Deliveries and Imports
- Tracking and tracing international deliveries
- Keeping record of outstanding deliveries

### **Qualification's and skills**

- Experience within the Courier industry an advantage but not essential as full training given.
- Physically fit as some light and heavy lifting involved
- Good telephone manor
- Good verbal and written communications skills
- Computer literate, good excel/word skills
- Self motivated and able to work as part of a team
- Time management and planning skills.
- Provide cover for all departments during busy periods/holidays

### **Benefits**

- Competitive salary based on experience
- Friendly, entrepreneurial work environment with no boundaries
- 20 days holiday, increasing 1 day per year to 25 days + all bank holidays
- Mon – Friday 12pm – 8pm.

Salary £18-24k per year depending on experience.

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