

# Collections Co-ordinator Mail / eCommerce Logistics

Are you looking to join a forward-thinking company within the world of mail and e-commerce logistics?

Then look no further, we have an opening for a Collections Co-ordinator to help support our small dedicated Head Office Team based in UK - Warrington.

## Challenges

The Collections Co-ordinator will work closely with internal and external key stakeholders to manage Spring GDS's UK transport collections.

Over recent years Spring GDS has undergone many changes moving from a traditional international mail business to an international ecommerce business. As we continue to successfully move along our journey, and grow our ecommerce business, we are looking for the right candidate who will make a real difference in the area of UK collections development of our business.

## Responsibilities

Reporting to the Head of Customer Operations, the Collections Co-ordinator will:

- Act as first point of contact for customers in relation to collections
- Liaise with carriers regarding collection schedule & timings
- Chasing suppliers regarding failed collections
- Update and maintain collections data as required i.e. customer information, collections provider, times etc
- Liaise with sales team regarding collections, as necessary
- Collate collection requirements for Bank Holidays and Peak schedules.
- Upkeep of Night Reports for Consolidation Depot.

## What do you bring?

### Essential education, skills & experience

To be successful in this role it is essential that you possess the following skills and experience:

- A level / BTEC level equivalent
- Excellent telephone & customer service skills - essential
- Good geographical knowledge - desired
- Previous experience within logistics or similar role i.e. collections into carriers – desired
- Administration, co-ordination and planning skills – essential