

Job Title: Senior Logistics Coordinator

Reporting to Client Services Manager

Purpose of the Role

As a Senior Logistics Coordinator, you will play a pivotal role in overseeing the daily operations of client logistics services while acting as the first point of escalation for Client Logistics Coordinators. You will provide expert guidance, ensure first-time resolution of sometimes complex issues, and drive continuous improvement in service delivery. This role combines hands-on operational support with some leadership responsibilities to enhance client satisfaction and team performance with high levels of ownership.

Key Responsibilities

- Act as the first point of escalation for Client Logistics Coordinators, resolving some complex client issues efficiently and professionally.
- Provide day-to-day support, coaching, and guidance to Client Logistics Coordinators to ensure consistent service quality and professional development.
- Proactively work towards first-time resolution of client issues, identifying root causes and implementing preventative measures.
- Maintain strong relationships with all clients, ensuring their operational needs are met and exceeded.
- Monitor and manage service delivery across multiple client accounts, ensuring adherence to SLAs and internal standards.
- Where agreed with clients provide weekly operational KPIs
- Collaborate with internal departments including warehouse, transport, and IT to resolve issues and improve service coordination.
- Analyse service data and client feedback to identify trends and recommend improvements.
- Support the onboarding and training of new team members and clients.
- Contribute to service review meetings with clients, along with the Strategic Account Management team.
- Assist in the development and implementation of new procedures to enhance operational efficiency and client satisfaction.

- Ensure all communications, both internal and external are timely, professional, and aligned with company values.

Performance Standards

- Timely and effective resolution of escalated client issues.
- High levels of team support and collaboration.
- Consistent achievement of SLA and KPI targets.
- Proactive identification and resolution of service issues.
- Positive feedback from clients and internal stakeholders.
- Contribution to process improvements and team development.

Key Performance Indicators (KPIs)

- First-time resolution rate.
- Client satisfaction and retention metrics.
- SLA adherence across supported accounts.
- Team support effectiveness and feedback.

Skills & Experience Required

- Proven experience in logistics, fulfilment, client operations or other client-facing role.
- Strong problem-solving skills with a proactive and analytical mindset.
- Excellent communication and interpersonal skills, with the ability to guide and support others.
- Proficient in using bespoke systems, CRM and ticketing systems.
- Ability to manage multiple priorities in a fast-paced environment.
- Experience in identifying and implementing process improvements.
- Collaborative team player with a client-centric approach.