

CAREER OPPORTUNITY

JOB TITLE:

Despatch Operatives (Pack) x2



Background

Agilitas is the leading global innovator of customer driven IT channel services, passionate about delivering first class IT services on behalf of vendors, IT resellers and managed service providers to extend their service capability and improve customer satisfaction.

Agilitas delivers solutions across workspace, server, storage and networking technologies to channel partners to over 60 countries throughout the world. These services include maintenance services, technical support, professional services and specialist engineering resource.

Guided by our shared values, we all take pride in everything we do, working as one team with a shared vision to deliver the highest standards to our customers. We work in a fast moving ever-changing environment, so we are constantly looking at driving improvements to stay ahead of our game. There is a real passion to innovate across the whole Agilitas team, whether that be to improve our internal processes for our colleagues or simply make the customer experience a more pleasurable one! 5 core PRIDE values (Passion, Respect, Innovate, Deliver, Embrace) unite the Agilitas team and ensure we remain focused and consistent in everything we do.

We firmly believe that investing in our people is the greatest investment we can make into the future success of our business and our great employees have played a pivotal role in ensuring our company's growth. We are now recruiting for 2 Despatch Operatives to join our established team as the primary interface between Agilitas and our UK customers.

The Role

Due to continued growth, we are looking for two dynamic and driven Despatch Operatives, to join our expanding warehouse team, reporting into the Warehouse Manager. Working in a typical warehouse environment as part of the Operations Team you will be required to book in, despatch, pick, pack, clean and relocate stocks as well as carrying out regular stock takes. Ensuring SLA deadlines are met and quality standards are maintained to ensure customer contractual service levels and adhering to all Agilitas Health & Safety processes and procedures.

- Be an ambassador for Agilitas at all times, by setting an example to others
- Give constructive feedback to your colleagues and manager

Contractual Awareness (5%)

- Clear understanding of contractual obligations for each customer (e.g. labelling)
- Commercial triggers are recognised and adhered to
- Relationship Management (5%)
- Build strong relationships with Internal Service Providers

Main Duties & Responsibilities

Service Operations (80%)

- Responsible for Picking and packing stock for orders to SLA's
- Responsible for Booking in and despatching computer parts
- Ability to administer defective items despatched to a Repair Agent
- Responsible for maintaining stock accuracy via regular Stock takes
- Provide late shift cover
- Taking ownership of general cleanliness of the warehouse areas.
- Effective use Company IT tools
- Answering the telephone in a clear, polite and professional manner
- ISO Quality measurements are met and a "service excellence" ethos is promoted
- Adhere to "best practices" across the Operations Team.

Leadership & Team (10%)

- Providing support to all team members and wider
- Assist in creating a winning team culture within the Enterprise services team.

Essential Skills

- Reliability
- Keen interest in working in a modern warehouse
- Good knowledge of MS Office packages
- Excellent telephone manner and interpersonal skills
- Excellent oral & written communications skills
- Able to work as part of a team or on their own
- Ability to prioritise & organise own work
- Ability to resolve std & non-std problems from a range of defines solutions
- Ability to apply initiative to non-std problems
- Good numerical skills
- Self-motivated, positive and proactive attitude
- Ability to provide support & guidance to internal staff
- Accuracy and attention to detail
- Flexible to work nights/weekends if required





Desirable Skills

- Previous experience working in a warehouse environment
- An understanding of Quality Management Systems – e.g. SO 9000
- Health & Safety awareness and/or qualification
- Forklift truck license (not essential)

Critical Success Factors

- Reliability
- Attention to detail and quality
- SLA's consistently achieved
- Control of impacting costs (DOA's,)
- Customer Satisfaction targets achieved

Hours of Work

37.5 hours a week Monday to Friday, operating two shifts between 6 am and 2 pm and 10 am and 6.30 pm.

In Return

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- Salary up to £18,000 per annum dependant on experience
- Standard 22 days holiday + bank holidays (increasing to 25 days with service).
- Additional ½ day birthday holiday
- Ability to 'earn' an additional 4 days per annum if you win quarterly awards based on the company PRIDE values.
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Employee Cash Plan (including 24/7 Employee Assistance Programme, contribution to everyday healthcare and complementary therapies, 24 x7 access to Virtual GP, stress management, counselling, access to 1000s of retailer discounts)
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.