

## CAREER OPPORTUNITY

### JOB TITLE:

Despatch Supervisors x 2



### 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 a Customer Support Co-Ordinator 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 Supervisor, with proven experience, to be responsible for our warehousing function and team, ensuring stock is received, put away, stored, etc to meet business demands. Reporting into the Operations Director, in a fast moving 24 x 7 warehouse environment, you will be able to work across multiple sites as required and will have excellent verbal and written communication skills, together with a genuine passion for ensuring customer satisfaction targets are met.

### Main Duties & Responsibilities

#### Service Operations

- Responsible for all Warehouse functions across the business
- Ensuring stock is controlled and all orders are picked and shipped correctly.
- Responsible for maintaining stock accuracy via regular stock takes
- Responsible for the Picking and packing stock function for orders to SLA's
- Provide late or early shift cover
- Taking ownership of general cleanliness of the warehouse areas.
- Effective use Company IT tools; Morse, Contracts Database, SharePoint, test equipment
- 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.

#### Supervisory Duties

- Providing training of new staff
- Day to day supervision of Despatch staff ensuring high standards are maintained at all times.
- Providing support to all team members and wider
- Holding regular meetings if/when necessary to increase performance or communications
- Assist in creating a winning team culture within the Enterprise services team.
- Be an ambassador for Agilitas at all times, by setting an example to others
- Give constructive feedback to your colleagues and manager

#### Contractual Awareness

- Clear understanding of contractual obligations for each customer.
- Commercial triggers are recognised and adhered to

#### Relationship Management

- Dealing directly with customers and logistics providers as required.





## Essential Skills

- Able to work across multiple sites as required.
- Keen interest in working with computer hardware
- 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
- Good org/planning skills
- Ability to prioritise & organise own work
- Ability to apply initiative to non-standard problems
- Good numerical skills
- Self-motivated, positive and proactive attitude
- Ability to provide support & guidance to internal staff
- Accuracy and attention to detail

## Desirable Skills

- Experience and Detailed understanding of I.T. industry
- An understanding of Quality Management Systems – eg ISO 9000
- Previous experience working in a warehouse environment
- Previous supervisory experience
- Forklift truck license

## Critical Success Factors

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

## Hours of Work

37.5 hours a week Monday to Friday, rotating shift pattern of 6 am to 2.30 pm and 10 am to 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 £20,000 per annum dependant on experience
- Standard 20 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).
- Access to Perk Box (access to lots of rewards ranging from free food in major UK restaurants to movie tickets, to phone insurance and more).
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.
- Dress down Fridays.
- On site parking available.

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.