



WE NEED YOU

WE'RE LOOKING FOR

Logistics Executive

LOCATION:

Hertford – Watermark way
Hybrid role

WORKING HOURS:

37.5 Hours Per Week
3 days per week in the Office, 2 Work from home]

SALARY:

£26,000, 15% Annual Bonus Potential

OTHER BENEFITS:

Company Scheme Bonus, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay, 22 Days Annual Leave

CONTACT TYPE:

Permanent

blue square.

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WE'RE LOOKING FOR A LOGISTICS EXECUTIVE

Working as part of the Samsung Early Life Team, who specialise in white goods repairs and customer education of product use, our primary goal is to provide red carpet experience for our customers.

Our Logistics Executive will be someone with outstanding attention to detail who can analyse data quickly and effectively to make financial decisions to protect our stock holdings.

The ability to multi-task at pace will be essential in this fast-paced demanding role, reporting in to our Customer Support and Operations Manager, a monthly review of all stock financials will be essential demonstrating continuous improvements.

You will be working alongside our virtual Customer & Field Specialist Support Team and our head office Finance Team to drive operational & financial successes.

This role is Hybrid role based in Hertford, there will be Occasional travel requirements in this role, likely once per quarter.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

STOCK MANAGEMENT

- Reporting into the Customer Support & Operations Manager – ensure all stock management and financial requirements are met, protecting stock value & customer journey
- All variances managed within a timely manner and resolved
- Investigations of any discrepancies, establishing root causes and providing recommendations to improve processes
- Ensuring all relevant claims are submitted to our client & logistics partners, tracking and liaising with our finance team.
- Equipping the Early Life Specialists & Support Team with relevant information to submit claims successfully
- Working with our logistics partner to ensure they follow all required policies and procedures, protecting our assets and customer journey
- Providing support to Samsung on any identified products requiring parts return for quality checks
- Monthly Financial reporting internally to our finance team & to Samsung
- Reduce Priority stock ordering by completion of OFS stock ordering & ensuring support team use existing stock prior to ordering more.
- Daily/Weekly OFS orders
- Stock Buybacks processed weekly inline with Samsung returns policies
- Regularly review and update van stock requirements for ELS
- Reducing stock holdings to minimise 'slow moving' stock

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WORKING WITH OUR PARTNERS

- Build effective partner relationships with our Logistics Partner & Repair System Management Partner
- Ensure our partners meet all our policies and procedures & we adhere to theirs
- All Claims to managed within timelines required to ensure successful completion
- Monthly business review with Logistics Partner with support from Customer Support & Operations Manager
- Ensure all stock 'in-network' is returned in a timely manner preventing losses to BSM
- Utilise our Repair Management partner to drive continuous improvement, learning from their vast experience
- Engage with client/partners meetings as required

REPORTING & FINANCIALS

- Working alongside our finance team in Hertford reconciling warranty payments, credit requests and manual invoices, full end to end financial stock journey management
- Balance sheet reviews with our Finance team
- Providing reports on stock holdings/movements as required
- Financial tracking of all stock related claims/returns

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Confident in analysing data, spotting trends
- Attention to detail is vital, with vast Excel knowledge
- Ability to multi-task in a high paced environment
- Adaptable to an ever-changing working environment
- Passion for continuous improvements
- Outstanding communication skills – vital for working multiple teams & organisations
- Strong reporting and compliance skills
- Problem solving & great organisational skills

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- Confident at reporting & presenting results

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

