

Job Description

Job Title:	Transport Clerk
Reports to:	Operations Manager – General Haulage
Location:	Longtown/Preston
Job Purpose	
<p>To work within the general haulage transport team responsible for liaising with customers, providing timely updates, creating bookings of deliveries/collections liaising within the general haulage transport team to ensure a smooth operation is delivered. Liaising with drivers, providing instructions where needed and undertaking de-briefing with the drivers.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Ensure all jobs are accurately recorded in systems with orders being updated to ensure accurate documentation including POD's (Proof of Deliveries), Consignment Notes, etc. • Book in deliveries / collections as required, entering details into systems in line with process. • Liaising with including brief and de-briefing of drivers on a daily basis. • Provide regular situation reports and updates to relevant personnel in traffic team as required. • Work collaboratively with other WMA departments. • Ensure pricing tables are up to date and jobs are invoiced accurately as required. • Liaise with customers and drivers, keeping a detailed record of actions on relevant systems in line with company processes. 	
Core Responsibilities (applicable to all employees)	
<ul style="list-style-type: none"> • To promote best practice in maintaining high levels of Customer Service • You must comply with all health and safety rules and regulations regarding the health and safety of yourself and others who may be affected by your acts or omissions. • Report any health and safety issue including accidents to self. • Follow all site rules. • You must comply with all relevant legislation. • Undertake such other duties that are required from time to time commensurate with this position. • Promote Wm. Armstrong in line with current company values, beliefs and branding. 	
Direct Reports	No
<ul style="list-style-type: none"> • N/A 	
Internal and External Relationships	
<ul style="list-style-type: none"> • Drivers • Colleagues • Managers • Subcontractors • Customers 	
Experience/Knowledge/Skills	
<ul style="list-style-type: none"> • Previous experience of working within a transport office is essential. 	



- Able to work in fast paced busy environment.
- Must be able to multi task
- Must be a team player
- Must have a flexible approach to work
- Good attention to detail
- Good communication skills
- Professional telephone manner
- Professional approach to customer care and relationships
- Must be proficient in using Microsoft packages (Excel, Word, Outlook)

NB: Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. Work location is subject to discussion with immediate line manager and the requirements of the business.