



Job Description

Position: Operations Apprentice
Based: Green-Tech Ltd Head Office, York
Reports to: Elaine Yates – Operations Manager

Job Purpose

Timely & accurately despatching, monitoring & organising the logistics of Sales orders & deliveries. Working with the Sales Advisors to ensure customer delivery times are met and any issues are resolved and dealt with in a prompt and professional manner.

Ad-hoc duties as required.

Key areas and accountability of the post

- Manifesting Sales orders to delivery addresses
- Accurately and timely despatching orders
- Providing accurate paperwork for the warehouse
- Chasing orders from suppliers and delivery times with hauliers
- Ensuring all required information is provided – Post codes / Contact details
- Working with Sales Advisors to resolve any issues
- Invoicing of Sales Orders
- Filing of Paperwork
- Maintaining effective and clear communications with Sales & Warehouse
- Dealing with delivery complaints promptly

Personal Attributes: Accuracy, good verbal and written communication skills, ability to calculate weights and cost analysis.