

**POSITION:** Logistics Planner  
**REPORTING TO:** Operations Manager, RMX  
**LOCATION:** Stowmarket  
**SALARY:** £28-£30,000

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**JOB PURPOSE:**

You will co-ordinate ready-mixed concrete deliveries in a busy market and be involved in taking customer orders and organising the day-to-day distribution of deliveries and scheduling, liaising with customers at all stages to ensure customer satisfaction

**MAIN DUTIES & RESPONSIBILITIES:**

- Taking customer orders by phone
- Timely and accurate input of all customer concrete orders
- Respond to all customer enquiries and complaints
- Communicate with internal stakeholders
- Action smaller orders and refer all other enquiries to the Commercial Manager
- Read and respond to all other emails
- Provide quotations and sales reports
- Provide specific support to the pre-planning of major contracts or schemes in terms of production and transport capacity planning
- Actively seek to build new and existing customer relationships
- Liaise with the Batchers on a daily basis to inform them of their work schedules
- To conduct the daily ticket review to confirm pricing for both cash customers and account customers and to ensure pricing is in line with quotations.
- Update daily spreadsheets for all batching plants to confirm output
- Cost effective despatch planning/shipping of all customer orders through active liaison with commercial, operations and transport teams
- Conduct month end stocktakes
- Liaise with the Transport & Maintenance Manager in relation to truck repairs and maintenance schedules

**PERSON SPECIFICATION:**

A sales focused individual who has the passion and drive to proactively develop our customer base whilst delivering exceptional customer service. You will require experience in sales and be able to thrive in a busy environment and have excellent IT and communication skills. A good understanding of sales and distribution would be advantageous and you will need to be able to work on your own initiative. You will be an excellent communicator and proactive self-starter who can build effective relationships both with colleagues and customers.

*Please note that the above list should be used as a guide and therefore not exhaustive.*