

Customer Support Manager - Logistics



part of the Trifast plc Group

Who we are

At TR, part of Trifast plc, we're more than fasteners, we're the trusted partner behind some of the world's most advanced industries. As a global leader in the design, engineering, manufacture, and supply of fastenings and Category 'C' components, we deliver smart, efficient solutions that enhance performance across major assembly operations.

From Automotive to Smart Infrastructure and Medical Equipment, our focus on engineering excellence and streamlined supply keeps us at the forefront of progress.

We're looking for a driven and dynamic Customer Support Manager to contribute to our continued success on a global scale.

We are looking to recruit a Customer Support Manager – Logistics to join our new National Distribution Centre based in the West Midlands (WS2 8DQ). The role is 37.5 hours per week.

The Role

The role reporting to the UK&I Head of Distribution. Supports the delivery of high levels of customer service to TR Fastenings customers, ensuring VMI installations are managed to the standard set and agreed, while driving out waste in the process through supply chain engineering initiatives.

Supports the sales community in early-stage site evaluations and proposals as well as ensuring our customers are managed, both proactively and reactively as required.

Where necessary utilises technologies to deliver efficiency and connectivity with our customers.

Key Tasks

Safety and Compliance

- Champions a proactive safety culture through visible leadership, regular safety walks, and robust incident management
- Ensures all colleagues are trained and competent in safe working practices, including the use of PPE and adherence to site-specific safety protocols, particularly where customers have specific H&S requirements
- Conduct and document safety observations, audits, and corrective actions in a timely and effective manner.

Operational Excellence

- Set, publish monitor and drive KPIs on customer logistics to manage key metrics to include customer satisfaction, supply risk and lineside inventory management
- Create and implement best practice principles around existing hardware to modernise the look and feel of the service solution
- Work within the functional matrix (UK&I Distribution) to maximise efficiency on all customer logistics

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solutions

- Deliver solutions to logistics problems while maintaining high level of quality and customer service within budgetary requirements
- Support the sales teams in pre-sales work such as site surveys, cost evaluation and cost-to-serve simulations to assist in the total commercial offer when bidding for new opportunities
- Set agreed standards around customer lineside management and upskill, develop and monitor the customer facing teams to deliver these in a timely and regular manner
- Work closely with the sales teams ensuring input into QBR discussions with customers demonstrating effective and robust management of the lineside solutions being delivered by TR
- Collaborate cross-functionally with Sales, Customer Service, Distribution Operations and Supply Chain teams to resolve issues and enhance service delivery

The Candidate

The ideal candidate will have a minimum of 4 years experience in Warehouse and logistics, preferably within a production or manufacturing industry. A demonstrable ability to lead and develop teams in a fast-paced environment whilst understanding Health & Safety legislation and best practices.

A desire to succeed is a must, along with a can-do attitude, working to deadlines in a fast paced environment and who can think on their feet. An ability to demonstrate flexibility in their approach and be able to prioritise and remain focused at all times.

The candidate will have excellent written and verbal communication, problem-solving and organisational skills, and able to build good relationships with both internal and external stakeholders. The right candidate will be Customer focused and able to represent TR at customer facing meetings as well as present to senior stakeholders to show TR's value-add, as well as support implementation of new business through line walks, analysis, and project management.

Flexible to travel throughout the UK and must hold a full UK driving licence.

What we offer

- On-site parking
- Life insurance
- Pension

To apply

If you are interested, know of someone who might be or have any queries, please contact:
HR at careers@trifast.com. kindly send your CV and specify the position you are applying for to the above email.