

# Customer Logistics Team Leader



part of the Trifast plc Group

## Who we are

TR Fastenings (TR) is part of Trifast plc and is a leading international specialist in the design, engineering, manufacture, and distribution of high-quality industrial fastenings and Category 'C' components principally to major global assembly industries. Every colleague around the world is a valued member of the TR family who on a daily basis work together to deliver a high-quality service for all our customers.

We are looking to recruit a Customer Logistics Team Leader to join our Logistics team to be based at one of our TR locations, in the West Midlands (Tipton or Walsall).

## The Role

Reporting to the UK Customer Logistics Manager, this is a hands-on role which will include supporting our increasingly busy new warehouse and to lead, motivate, supervise and develop the team whilst delivering a consistent, smooth and efficient warehouse/logistics department. Although the core hours are Monday to Thursday 08:30 – 17:00 and Fridays 08:00 – 15:45, you must have a flexible attitude to the start and finish times to suit the business needs and be able to work overtime at short notice. The successful candidate must be willing to accommodate potential overnight stays as and when required.

## Key Tasks

- Assist in completing compatibility surveys for proposed VMI (Vendor Managed Inventory) Customers.
- Assist in producing Cost models for new VMI business.
- Prepare and present service proposals for new and existing VMI Customers.
- Assist in the design and installation of new VMI systems.
- Contribute to the "Kingpin" process for new VMI Customers.
- Assist in the production of Service Level Agreements (SLA's) for new VMI Customers.
- Prepare efficient van routing and issue delivery schedules for VMI Customers.
- Provide input into Customer Logistics reviews.

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- Ensure all Customer concerns related to Logistics are investigated and any remedial or improvement opportunities identified are implemented.
- Ensure that any issues raised by Service Agents via Corrective Action Reports or Kanban Health Checks are actioned and feedback given to relevant personnel.
- Maximise efficiency of the VMI systems within KPI guidelines.
- Monitor and publish KPI measurements for VMI Customers.
- Monitor the agreed service levels as agreed in the Service Level Agreement (SLA) and highlight any deviations.
- Set up a review timetable for all VMI Customers, reviewing Barcode usage and where applicable, implementing any changes highlighted.
- Provide training to new Service Agents to an acceptable level.
- Give mentoring, training and encouragement to team members.
- Ensure all health, safety and environmental guidelines are implemented and followed at all times.
- There may be circumstances where you are asked to carry out job functions outside of your role.

## The Candidate

Essential qualifications include a background in warehouse operations, preferably with extensive knowledge encompassing various warehouse functions and logistics. A proven track record in leadership is imperative, with tangible experience in a supervisory or team leader capacity.

A strong drive for success and a can-do attitude are essential attributes for the candidate. Understanding the significance of collaborative teamwork is crucial, while the ability to work independently when necessary is equally important for accomplishing tasks. The candidate should have a demonstrated history of delivering outstanding customer service within the logistics or related sector, emphasising a dedication to meeting and surpassing customer expectations.

The ideal candidate thrives in a high demand setting and is accustomed to working under deadlines. Adaptability to a fast-paced environment, coupled with the capability to make informed decisions under pressure, is key. Flexibility in approach, effective prioritisation, and unwavering focus are prerequisites, as precision holds paramount importance in this role.

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## What we offer

- On-site parking
- Competitive salary
- Discretionary annual reward scheme
- Life insurance
- Pension

## To apply

If you are interested, know of someone who might be or have any queries, please contact:

### **Gail Leys**

Group HR Officer

@ [careers@trifast.com](mailto:careers@trifast.com)

To apply for this role, kindly send your CV and specify the position you are applying for to the above email.