



Transport Controller

Location: Northampton (Head Office)

Salary: Basic 23k - 25k (plus performance bonus)

Job type: Full-time, permanent

The Role

An exciting opportunity has arisen for a Transport Controller to join the UK's leading Fitness Equipment Specialist. Fitness Superstore is a successful retail & distribution business, selling through store locations nationwide, with annual turnover is in excess of £25m.

Based at our 115,000sqft Head Office & Distribution Centre in Northampton, you will be responsible for 5 "two man" installation teams and some "third party" installation engineers. Your role will involve planning fleet routes across the UK as well as allocating daily workloads and end of day debriefing of the installation teams. Fitness Superstore offers a high quality installation service to customers who have purchased gym equipment from our website and UK store network. In addition, our installation department also provides a "two man" delivery service (for selected products and to aid route efficiency) plus product support for a few exclusive brands.

Responsibilities

Key responsibilities of the Transport Controller are as follows:

- Provide excellent customer service to our customers
- Plan routes across the UK for 5 installation and service teams, ensuring the appropriate engineers arrive at the correct customer addresses at the pre-arranged times
- Liaise with customers to advise planned dates/times for work
- Prioritise workloads where necessary
- Scrutinise vehicle teams who are running late and advising customers where necessary
- Interaction with sales personnel, customer service staff and service department to manage customer expectations
- Liaise with and monitor (through WebFleet vehicle tracking software) field based engineers to ensure vehicle/team efficiency is maintained at all times
- Strive to improve company logistical KPI's wherever possible (bonus incentive)
- Develop strong, positive working relationships with the Field Service teams across the UK
- Assist in providing telephone cover for the installation department as required
- Liaise with the Distribution Centre Manager to ensure installation products are picked and ready for loading onto vehicles
- Analyse automated WebFleet reporting to ensure that company vehicles are kept fully maintained, monitoring driver performance (OptiDrive) and scrutinising teams' "start" and "stop" times over the working day
- Ensure vehicle check lists are completed/returned by lead installers and submit weekly timesheet for field engineers.

Candidates should be assertive and have strong “man management” skills, highly organised and must be a polite and effective communicator. Experience of working in a similar logistics role would be advantageous. Candidates who have previously used WebFleet TomTom Telematics would be an advantage but not essential.

How to Apply

To apply for this exciting role, please request an application form on 01604 673000 and return to Clare Smith (Customer Services Manager), Fitness Superstore, 13 Gate Lodge Close, Round Spinney, Northampton, NN3 8RJ. Alternatively, email your full CV with covering letter to Clare Smith clare.smith@fitness-superstore.co.uk. **Closing date for applications: Friday 2nd October 2015.**