

## Logistics & Customer Service Coordinator

At Greyhound Recycling, we are passionate about developing innovative solutions that shape tomorrow's world. We are a fast-growing company dedicated to building a greener and cleaner future.

We are currently seeking a **Logistics & Customer Service Coordinator** to join us in Dublin on a full-time, permanent basis. If you're eager to be part of a mission-driven company at the forefront of sustainability, this is your opportunity! The successful candidate will be required to oversee and coordinate the daily activities of our drivers and collections team to ensure seamless, timely operations. With a strong focus on customer satisfaction, you will resolve service issues efficiently and work collaboratively with multiple teams to drive continuous improvement. This role will require balancing operational efficiency with exceptional customer service, ensuring every interaction reflects our commitment to excellence.

Want to know more about who we are? [Click Here](#) !

### PRINCIPAL ACCOUNTABILITIES:

- Act as the main point of contact for day-to-day operational queries from collections crews, customers, and other internal stakeholders.
- Proactively resolve operational issues, demonstrating a solutions-oriented approach.
- Optimize routes and monitor service delivery to ensure timely collections, leveraging tools such as CameraMatics reports for weekly and monthly performance analysis.
- Identify and address any service delivery issues, coordinating with relevant teams to implement timely corrective actions.
- Support the Logistics Manager in maintaining a safe working environment, including assisting in safety talks, toolbox sessions, and other Health & Safety-related activities.
- Participate actively in the Performance Management process, contributing to team and individual performance goals.
- Maintain accurate records of customer interactions, transactions, and service requests, ensuring timely follow-up and issue resolution.
- Handle customer complaints and service issues promptly, maintaining a high level of professionalism and customer satisfaction.

### REQUIREMENTS:

- Previous experience in logistics coordination and customer service, preferably in the waste management or environmental services industry.
- Strong organizational and time management skills with the ability to prioritize tasks effectively in a fast-paced environment.
- Excellent communication skills and a customer-focused mindset, ensuring positive interactions with both internal teams and external customers.
- Proficiency in MS Office Suite.
- Knowledge of waste management regulations, industry best practices, and familiarity with the Dublin area is a strong advantage.
- A team player with the ability to adapt to changing priorities and contribute to a collaborative work environment.

### WHAT WE OFFER:

- Full-time position with long-term career growth opportunities.
- A competitive salary package.
- Ongoing training and development opportunities.

If you are interested in joining our Greyhound team or would like further information on the position, please don't hesitate to contact us on [hroffice@greyhoundrecycling.com](mailto:hroffice@greyhoundrecycling.com) or visit <https://greyhound.ie/>

