Logistics & Customer Service Coordinator

ABOUT US:

Greyhound Recycling is a leading waste management company that is committed to providing sustainable and efficient solutions for businesses and households. We are committed to recycling and are constantly innovating and educating to reduce the amount of waste that goes to landfill.

With a strong focus on customer satisfaction, we strive to deliver exceptional service and promote environmental stewardship. Our business is built on our people. We employ over 200 people at our Crag Avenue facility and all our profits are re-invested in the company. All our operational processes focus on facilitating recycling, composting, and working towards a greener, cleaner world.

We are recruiting for an experienced Customer Service & Logistic Administrator at Greyhound.

ROLE OVERVIEW:

As Logistic & Customer Service Coordinator, you will play a crucial role in coordinating and optimizing the daily activities of our drivers to ensure efficient and timely recycling operations, with a focus on always providing a positive customer experience.

Location: Dublin
Job Type: Full-time, Permanent
Schedule:

- 8-hour shift
- Day shift
- Monday to Friday
- Weekend availability

RESPONSIBILITIES:

- Coordinate and schedule waste collection and disposal services according to customer needs and company resources
- Collaborate with logistics team to optimize routes and maximize operational efficiency. Resolving any issues or queries in relation to day-to-day operations. From collections crews, customer services, customers, sales team, or other stakeholders.
- Demonstrate a 'can do', first time fix, problem solving attitude.
- Ensure service delivery is always met through route optimisation and monitoring. Pulling and interpreting reports from cameramatics on a weekly & monthly basis. Highlighting any issues and assisting in remedying the issues identified.
- Working with the Logistic Manager to develop and embed a safe working environment at the depot. Assisting the Logistic Manager and H&S Manager in the delivery of toolbox talks to the collections team and participate other safety related items and events.
- Proactively participate in the Performance Management process to ensure delivery of own and the wider team's, objectives.
- Maintain accurate records of customer service interactions, transactions, and service requests.
- Resolve customer complaints and issues promptly and professionally, ensuring a high level of customer satisfaction.

REQUIRED SKILLS AND QUALIFICATIONS:

- Effective interpersonal skills (verbal and written) to communicate with peers and management team.
- Previous experience in logistics & customer service industry.
- Strong organizational and multitasking abilities, with the capacity to handle a high volume of inquiries and tasks.

- Proficient in using computer systems and software, including Microsoft Office Suite and customer relationship management (CRM) tools.
- Detail-oriented and capable of maintaining accurate records and documentation.
- Ability to work effectively in a fast-paced environment, adapt to changing priorities, and collaborate with cross-functional teams.

Benefits:

- Competitive salary
- Holiday entitlement 20 days plus 9 bank holidays
- Free parking on site
- Training and Development - Support with continuous development
- Progression Opportunities
- Employee Assistance Programme.

Experience:

- Logistic: 1 year (preferred)

Work authorisation:

- Ireland (required)

Work Location: In person

Salary: €35,000.00-€40,000.00 per year DOE plus bonus

WHY JOIN US?

This is an exciting opportunity to play a key role in shaping the future of a market-leading organisation. We offer a competitive salary, performance-based incentives, and a comprehensive benefits package.

Join us to make a tangible difference in both business success and environmental impact. If you would like further information on the position, please don't hesitate to contact us on hroffice@greyhoundrecycling.com or visit https://greyhound.ie/