



Job Title – Customer Service Advisor

Business unit – Dash Logistix

Reports to – Group Commercial Manager

Hours – Monday to Friday 08:30 to 17:00.

Location – Redruth

Salary - £27,000 per annum

Purpose

Dash Express is a leading logistics provider in the South-West, committed to delivering exceptional service and operational excellence.

As our Customer Service Advisor, you will be responsible for delivering excellent customer service across the Dash Logistix network, ensuring a consistent customer experience across all parcel operations. Working within the centralised Customer Service Team you will support customers across all regional Dash Logistix depots and act as a key link between customers, drivers, operational teams and network partners. You will take ownership of enquiries and service issues from initial contact to resolution.

What Success Looks Like

- You will champion and nurture a "One Team" approach across regional Customer Service and Operations.
- You will consistently deliver outstanding customer service across all depots.
- You will respond quickly and professionally to all enquiries.
- Acting as the voice of the customer, you will take full ownership to resolve issues effectively and efficiently every time.
- You will maintain accurate administration and operational records.

Main Duties & Responsibilities

Customer Service

- Be the first point of contact for customer enquiries by phone and email.
- Investigate and resolve collection, delivery and general service queries.
- Liaise with drivers, depots and operational teams to obtain updates and resolve issues.
- Keep customers informed throughout the resolution process.
- Handle customer complaints professionally and empathetically.
- Process customer bookings and pricing enquiries.
- Welcome and assist customers and visitors at the depot.
- Support customers with tracking, Proof of Delivery (POD) requests and delivery updates.

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Administration Support

- Complete end-of-day administration, including system updates and POD clearance.
- Process customer claims, credits and service investigations.
- Maintain accurate customer records and communications.
- Manage shared inboxes and customer correspondence.

Team Working

- Support all Dash Logistix depots as part of the central Customer Service Team.
- Build positive working relationships with Customer Service, Operations and Management teams.
- Take ownership of customer enquiries through to resolution.
- Support colleagues and contribute to a positive team culture.

Key Performance Indicators

- Response times to customer enquiries.
- Complaint resolution times.
- First-contact resolution rate.
- Customer satisfaction scores.
- Accuracy of POD clearance and administration.

What We're Looking For

- The emotional intelligence, empathy and resilience to consistently deliver exceptional customer service.
- Exceptional communication, influencing, and stakeholder management skills.
- Experience working in logistics would be highly advantageous.
- Confident IT skills with the ability to use an array of different systems.
- A flexible approach to work.
- A full UK driving licence.

Additional Benefits

- 5.6 weeks holiday entitlement including bank holidays, increasing 1 day per years' service up to 5 years.
- Excellent training and development opportunities.
- Employee discounts on vehicle rentals, hampers and more!

This Job Description is intended to provide an overview of the main duties and responsibilities of the role. It is not exhaustive and may be reviewed and amended in line with business requirements. You will be expected to undertake any other reasonable duties consistent with the level and purpose of the role.

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