

*Job Description****Business Transport Administrator Apprentice*****Date:** June 2020**Address:** Silvanus Park, Edgar Mobbs Way,
Northampton, NN5 5JT**Job Title:** Business Transport Administrator
Apprentice**Hours:** Monday to Friday 8:30 – 17:00 with ½ hour
lunch**Nature of the company:** Transportation and
logistics**Salary:** £15,000 - £16,000 per annum**Job Type:** Business Administration L2 or 3**Benefits:** 20 days + bank holidays**Job Details**

The client offers the very best services in their field. They never settle for second best and always have the customer's satisfaction as their top priority. It's who they are and they are proud of it. Their mission is to provide their customers with the safest and most reliable haulage service in the industry, while offering the highest quality of customer service. With more than 115 years of experience in the field, they know the industry like the back of their hands. There's no challenge too big or too small and they dedicate their utmost energy to every project they take on.

The client is now looking for a business transport administration apprentice to join their busy team. The ideal candidate will need to have excellent attention to detail, be proactive and have a good knowledge of IT systems.

Some of the duties include:

- Fielding outbound calls and sign-posting the caller to the correct person if cannot answer query yourself.
- Making sure all the chargeable invoice paperwork is correctly logged to each job.
- Scanning and filing paperwork. Making sure all paperwork is stored correctly for inspection purposes.
- Emailing internal and external customers in a professional manner.
- Collating software reports.
- Liaising with drivers as necessary making sure all paperwork is correct.
- Responding to emails in a professional manner.
- Dealing with customer queries and complaints as best as you can.
- Collecting the correct paperwork from drivers.
- Debriefing the drivers after their journey.
- Inputting data – Microsoft Excel, office and the internal transport system.

Possible progression routes available upon completion of the apprenticeship. This role will be supported by Starting Off's business administration qualification and 20% off-the-job training.