

Courier Controller PM Shift



Location **London, London**
<https://www.freeadsz.co.uk/x-575057-z>

Job Overview:

You will be responsible for the controlling of customer collections and sameday couriers, on behalf of Streetwise Couriers and APC Overnight. Primarily within our customer collection areas in Surrey, South West and West London postcodes. Liaison with courier drivers to ensure that all collections are made from our clients within the agreed time window.

Primary Responsibilities:

Proactively manage, coordinate and develop the driver fleet for Streetwise Couriers in Surbiton, ensuring that each driver is controlled in the most efficient and profitable way to ensure service excellence to all Streetwise and APC customers. Making a significant contribution to the development and progression of all aspects of driver and vehicle control to ensure the highest levels of customer service in the most efficient manner possible.

General Responsibilities:

Routing in excess of 20 routes, covering delivery areas across Surrey, South West London and West London, dealing with in excess of 6,000-8,000 collected consignments per week Allocating 400-600 customer collections per day via our internal systems to the driver's mobile phones Liaising with drivers before they return from their area to the depot to make sure all their collections have been undertaken Training, motivation and management of driving contractors in line with company policies and

employment. Ensure that all aspects of the driving contractors and their vehicles are fully legally compliant. Ensure that the company's goals and terms are profitable and to the customer's benefit. Take the responsibility of the job. Regularly review and improve customer policies and ensure the responsibility of the company, even in terms of the presentation of the vehicle of the contractor. Take the stand and agree with the relevant regulations, the safety and relevant goals and carry out all other reasonable duties as assigned by the Depot Management or Directors of the company	57-7-1	http://www.57-7-1.com
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Liaison:	To build, develop and improve effective working relationships with all employees and other branches	To build, develop and improve working relationships with all APC and stakeholders	To improve customer service levels
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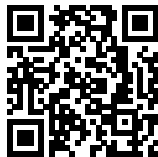
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Working hours:

Basic 45 hours per week Additional hours to be worked as requested by the Operations Manager to fulfill business needs and