



ONLY APPLY IF YOU HAVE BEEN A COURIER CONTROLLER IN THE COURIER INDUSTRY/TAXI

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.

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.

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. The Depot Management will engage contractors to the with company policies and objectives. Ensure that aspects of the driving contract and their vehicles are fully legal. Good practice ensure the company's goals in terms of revenue, profitability and customer satisfaction are met. The responsibilities of the role is to regularly review vehicle, improve company's sales and brand utilisation. Responsible for the company brand in terms of livery and presentation of both vehicles and driving contractor to fully understand and comply with the APC Operations Manual. Agree and achieve relevant goals and carry out all other reasonable duties as assigned by the Depot Management or Directors of the company.

**Liaison:** To build, develop and improve effective working relationships with all employees and other Streetwise



**Courier Controller PM Shift -**  
experienced in the couriertaxi  
industries only

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branches To build, develop and improve working relationships with all APC and stakeholders To improve customer service levels

Working hours:

Basic 40 hours per week Additional hours to be worked as requested by the Operations Manager to fulfill business needs and expectations

NO AGENCIES NEED APPLY OR CONTACT US