



Job Title: Logistics Coordinator
Reporting to Client Logistics Manager

Background

ILG is an ambitious company that has grown rapidly to become one of the UK's leading third- party logistics provider. We have become specialists in outsourced order fulfilment and delivery services to retailers and consumers at home. Providing high-quality warehousing, rework and packaging design services to prestige brands in sectors including, Health & Wellbeing, Technology, Luxury & Fast Fashion, Beauty, Skin Care, Cosmetics and Grooming. Each client has a service level agreement (SLA) specifying the services that we provide for them. Services vary depending on the client, however in general we book their products into our warehouse through our goods in department, we control their stock levels, receive orders from their customers, we then pick the products ordered accurately, pack them in accordance with SLA and dispatch them.

Purpose of the Role

As a Client Logistics Coordinator, you will be the key operational contact for a portfolio of fulfilment clients. You will manage daily communications, resolve issues, and ensure seamless coordination by acting as the key liaison between clients and internal departments. Your role is essential in delivering exceptional service, maintaining client satisfaction, and proactively supporting operational success.

Key Responsibilities

- Act as the first point of contact for client enquiries via phone and email.
- Manage and resolve day-to-day operational issues and troubleshoot problems efficiently.
- Coordinate daily with clients at all levels, focusing on operational matters and service delivery.
- Maintain proactive communication with clients, sharing reports and updates regularly.
- Collaborate with internal teams including warehouse operations, carriers, and other departments to ensure smooth execution of services.

- Monitor and manage client accounts, ensuring all orders and correspondence are processed accurately and on time.
- Use ticketing systems to track and update client queries within agreed SLAs.
- Attend team meetings and provide required information within set timeframes.
- Attend customer calls that may be required, actively manage the calls and follow up with actions where necessary.
- Oversee the administration and daily running of customer accounts, ensuring all service levels are met.
- Manage billing for services provided, including carriage and bookings.
- Escalate and resolve complaints promptly, ensuring client satisfaction and continuous improvement.
- Support the Corporate Account Management team by sharing relevant updates and insights.
- Confidently challenge the status quo to advocate for clients and drive service improvements.
- Monitor and report on operational KPIs and service metrics.
- Contribute to the development and implementation of new procedures to enhance service delivery.
- Ensure all internal and external communications are professional, timely, and aligned with company standards.

Performance Standards

- Timely and accurate resolution of client queries.
- High levels of client satisfaction and retention.
- Proactive identification and resolution of service issues.
- Effective collaboration with internal departments to meet client needs.
- Adherence to SLAs and internal procedures.
- Accurate and timely reporting of KPIs and service metrics.
- Continuous improvement in customer self-serve capabilities and operational efficiency.

Key Performance Indicators (KPIs)

- First-time resolution rate
- Response and resolution times
- Client satisfaction scores
- SLA adherence and service delivery metrics
- Internal collaboration and communication effectiveness

Skills & Experience Required

- Proven experience in a logistics, fulfilment, or client-facing operational role.
- Strong communication and interpersonal skills.
- Ability to manage multiple priorities and work under pressure.
- Proficient in using bespoke systems, CRM and ticketing systems.
- Strong problem-solving skills and attention to detail.
- Confident in challenging processes and advocating for clients.
- Collaborative team player with a proactive mindset.