

## **Dispatch & Administration Coordinator**

**Holiday – 22 days per annum plus bank holidays**

**Hours – Mon – Fri 8.30am – 5.30pm**

**Salary dependent upon experience**

**Bonus – Discretionary performance related annual bonus**

Xupes Limited is one of the UK's leading online luxury retailers, specialising in pre-owned fine watches, jewellery, handbags and Art & Design. As a rapidly growing Business, established in 2009, Xupes has seen rapid growth in recent years and continues to go from strength to strength.

We are seeking to recruit for our Dispatch department. This is a key department within the company and can form a client's first impression of Xupes with the highest standards of attention to detail required in packaging and presentation - followed with excellent and timely communications.

We are looking for someone to deliver excellent Customer Service on the telephone and in email, complete administration tasks and manage the logistics process for the Company. The role will require the successful candidate to be highly organised and as an individual be able to take responsibility for the highest levels of presentation and attention to detail. Our Customer Service and Brand ethics set us apart and you will be vital to the client experience.

### **Responsibilities will include:**

- Packing and booking out of all orders including Watches, Handbags, Jewellery and Art & Design.
- Ensuring the highest presentation of items being dispatched including visual quality control checks.
- Sending tracking information to clients.
- Tracking dispatched orders from door to door to ensure safe delivery.
- Answering dispatch related emails and calls from clients and customs emails from courier services.
- Answering import & export correspondence from couriers (Royal Mail/DHL & FEDEX).
- Disposing of waste including recycling and general waste. Organising shredding of confidential waste.
- Maintaining an organized workspace both at desk and within the packing room - carrying out regular inventory audits to ensure all required packing supplies are stocked.
- Taking in packaging supply deliveries and storing in an orderly fashion

- Receiving inbound post/deliveries. Distributing to relevant addressed recipient/department and opening all parcels following process.
- Following health and safety/fire safety procedures within the packing room to ensure a safe working environment.
- Data entry into Excel sheets.
- Carrying out admin tasks on the back end of our website and sales platforms that feeds into the Excel sheets.
- Supporting with tasks in other areas within the business if required.

**Desired Skills & Experience:**

- Previous Dispatch/Logistics experience would be beneficial but is not essential.
- Excellent organisational skills.
- Attention to detail.
- Strong written and verbal communication skills.
- The ability to prioritise, work to deadlines and work in a time efficient manner.
- Working well autonomously and as part of a team.
- Self-motivated.
- Comfortable with systems and Excel/Word.
- Possess a passion and appreciation for luxury goods.