



## **Transport Manager & Customer Service Executive**

### **The Role**

The Transport Manager will oversee and manage our daily transport operations and planning, ensuring utmost efficiency, safety and compliance. This role requires a commercial thinking individual with common sense along with good geographical knowledge, and a strong understanding of costs. The role will also involve managing customer orders, customer growth & development along with delivering exceptional customer service.

The successful candidate will be responsible for managing a team of drivers & fleet vehicles, ensuring continuous smooth operations along with cost effective route planning.

### **Duties & Responsibilities**

- Plan, organise and coordinate a cost effective prompt delivery / collections service assigning designated routes for drivers.
- Confirming, closing, generating, and processing hire bookings and enquiries.
- Ensuring the highest levels of customer service is met at all times
- Working closely with CFO to manage, direct, and monitor the transport service and the overall performance of the transport division to increase efficiency and maximise service and performance.
- Full compliance on transport, logistics, tachograph management, compliance and driver supervision.
- Ensuring that all drivers and operators have the correct, up to date qualifications and full compliance for all drivers entering site.
- Ensuring correct routine maintenance & servicing of fleet are being carried out at all times.
- Scheduling and organising any fleet maintenance or repair work.
- Tracking transport performance and proactive suggestions on how to improve.

### **Skills Required:**

- Strong organisational & communication skills.
- Exceptional problem solving and decision-making skills.
- Good people person with a natural flair to meet and succeed customer expectations
- Have the ability to multi task, plan, prioritise and work to tight deadline deadlines.
- Proficient in Microsoft Office (Word, Excel, Outlook etc ).
- Common sense along with good geographical knowledge.
- A positive, vibrant attitude is essential. This is a very varied role and requires someone who can easily adapt to a demanding environment and is willing to learn and progress within the company.
- Track record of anticipating customer needs by understanding their business model and requirements



## Benefits:

- Monday to Friday – no weekends
- Career progression opportunities
- Monthly commission bonus structure
- Full uniform provided
- Company discount
- Paid annual leave

## Application Process:

Interested candidates should submit their curriculum vitae, cover letter to [recruitment@dromadhire.com](mailto:recruitment@dromadhire.com)

Please include "**Transport Manager - [Your Name]**" in the subject line. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Closing date 01/08/2024

## Dromad Hire Group Company Culture:

Dromad Hire is one of the top Hire & Sale companies throughout the UK & Ireland, we are a pro-active company and super focused on our customers' requirements, along with delivering the best service and backup within our industry. As a company we have a fantastic work ethic, we are committed to excellence, innovation, and customer satisfaction.

We value integrity, teamwork, and continuous improvement, and we strive to create a positive and inclusive work environment where employees can thrive and grow professionally. This is an excellent opportunity and offers an attractive salary & package to the successful candidate along with potential to progress within a fast growing company - in an exciting industry.

**" Best Company to Work for 2022 "**

MACHINERY MOVERS & CONSTRUCTION AWARDS 2022

**" Irish Plant Hire Company of the Year 2022 "**

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