

Job Title: **Delivery Scheduler**

Reports to: Transport, Maintenance & Customer Service Supervisor

Responsible for:

- Planning all product deliveries to customers.
- Following up on delivery plan execution with Transport companies.
- In charge of problem solving to ensure customers receive product on-time.
- Assist with getting entries for duty free fuel customers' request.

Key Responsibilities

Delivery Planning/Scheduling:

- Ensures all delivery orders and planned for/scheduled accordingly and in line with efficiency objectives to optimize costs.
- Communicates delivery plan to Transport companies, Sales, Customer Service and Terminal staff.
- Coordinates with Transport & Customer Service Supervisor the need for additional spot trucks.
- Organizes and take care of emergency deliveries, as needed.
- Responsible that Distribution Norms are being adhered to by customers, and takes corrective action as needed.
- Keep track of guard receipts and replenishment for Duty Free Deliveries.

Delivery Plan Execution:

- Ensures daily deliveries are executed safely as planned and manages any issues (E.g., weather problems, redirections, traffic, etc.) to avoid delays and/or customer stock-outs.
- Reviews and takes action together with Transport & Customer Service Supervisor with transport companies, making sure of delivery plan compliance is achieved (loading times and delivery windows).
- Provides customer service agents and sales representatives with up to date information regarding execution of the delivery plans, maintaining good communication with haulers and terminals.
- Submits requests to terminals for extra opening hours as needed.

Customer Service:

- Attends to customer queries to confirm deliveries if required ((time, quantity or any changes).
- Make call to customer with regard to payment towards account.
- Inform customers about changes or delays in the delivery schedule.
- Price Verification in system (Fuel / Lubricants).
- Daily reconciliation of sales volumes vs volumes extracted from the loading terminal.

Problem Resolution:

- Main focal point to resolve customers' complaints (product or service problems) doing it proactively and in expedited manner.
- Avoid and minimize pains to customers when problems arise (E.g., truck mechanical failure) to guarantee service and no lost sales are recorded.

Results Reporting:

- Responsible for reporting daily plan results vs objectives and explaining variations as needed. Main reports are Scheduling KPIs and Distribution Norms.

Job Requirements

- A High School diploma in accounting, business or a related field is required.
- Minimum two (2) years successful work experience in a similar position preferably within the field of logistics or customer service is required.
- Fluency in speaking/reading/writing English is preferred.
- Must demonstrate proficiency with the MS Office Suite, especially with Excel.
- Capable of making decisions and problem-solving.
- Demonstrated ability to efficiently plan and organize daily tasks.
- Must be a proactive team player.
- Must have a keen eye for detail with the ability to work with lots of data and many interfaces.
- Must be flexible and be a quick learner with the ability to identify improvements.