

PRIORITY FREIGHT CAREERS - JOB DESCRIPTION

European Control Centre Operator



Job Title: European Control Centre Operator

Department: European Control Centre

Location: Wroclaw

Hours: 40hrs per week, working shifts including nights and weekends

Main purpose of job: To control, monitor and update transport orders for the Priority Freight European network, while operating within strict time constraints to ensure all schedules and deadlines are met.

Responsible to (Manager/Post): Team Leader

Responsible for (Staff/Jobs): None

Key job responsibilities

- Monitor the progression of transports, ensuring agreed milestone updates are communicated to the clients
- Ensure all relevant information related to the transport order is captured, with a clear idea of client preferences, to source the most appropriate bespoke solutions
- Enter all quote details and updates into our TMS and send them to our clients
- Work closely with the operations team to ensure they source the correct solution for our clients
- Build excellent relationships with multinational clients who are under immense pressure
- Communicate any delays or issues with transport to the client, ensuring they are clear on all options to resolve the problem and recommend the most appropriate course of action
- Liaise with international carriers to agree transport costs and ensure the best possible solutions are found to fit the requirements
- Ensure our bespoke freight management system is correctly monitored and updated when required
- Answer incoming telephone calls professionally and deal with enquiries quickly
- Responsible for all transport shipments and communications during night and weekend shift

Competencies required to do the job

 IT skills	 Organisation	 Customer service	 Self-motivation
<ul style="list-style-type: none">• Outlook/email 4• Word 3• Excel	<ul style="list-style-type: none">• Task prioritisation 4• Systematic approach• High volume experience	<ul style="list-style-type: none">• Customer focus 4• Excellent telephone manner 5	<ul style="list-style-type: none">• Focused 5• Task completion/tenacity 4• Close supervision not required 4

Technical job-related skills

- Fluent English is necessary
- Logistics experience is desirable
- Additional languages advantageous

About Priority Freight

Priority Freight is an award-winning leading provider of time-critical logistics solutions, where speed and flexibility come as standard. As a strategic partner for clients, the company's mission is to provide expedited logistics solutions on behalf of major global manufacturers and their suppliers - often in emergency and crisis scenarios. Priority Freight's logistics staff truly are experts in their field; tailoring to the needs of each client. Their reaction time to customer orders is among the quickest in the industry, in under 15 minutes.

With teams operating from several strategically-located offices across Europe; these logistics specialists are constantly under pressure. Utilising a global network of strategically located partner companies, they plan routes and co-load shipments to provide the most rapid, cost-efficient and reliable solutions, whilst minimising the company's carbon footprint. The combination of their experience and state-of-the-art technology means 99.6% of Priority Freight deliveries are completed on-time.

Priority Freight's logistics teams provide this operational support to its clients regularly, with the ability to organise anything, anywhere – in the most extreme conditions. It is their dedication to beating deadlines and exceeding expectations that has made the company the expedited logistics provider of choice.

Join the Team

Apply now, [send your CV](#) to us today!

Thank you for considering Priority Freight as an employer and we look forward to hearing from you.

