



Removals Operator Supervisor JOB DESCRIPTION

Shift:	Temporary / Full-Time
Location:	BirminghamWest Midlands
Contact:	Guy Reynolds(careers@imggroup.co.uk)

The Skills you'll need each day: *English, Logistics, Removal, Customer service*

What you'll be doing each day:

1. Assist Senior Manager in Training and provide information to Senior Manager of staff evaluation. To work towards the improvement of the performance and skills in keeping with guidance set by Senior Sales Manager. Job-scope to include weekday out of office hours working and including weekend and Bank holiday working where required by Departmental needs.
2. Job role covers **Site Attendances, Estimations, Packing and Manual Handling** with training to be provided where required
3. Implementation of procedures for the Department as set up by Senior Management
4. Plan and implement and promote and any support sales activities in the Department under the guidance of Senior Management
5. Communicate to staff and sub-contractors in a timely and effective manner and identify tools which will assist in performing their duties and highlight these to the Senior Management

Proud Partners





6. Monitor work flow, performance and attendance and ensure that functions are completed in a timely fashion.

7. Maintain an excellent and safe working environment in keeping the Security and **Health and Safety policies** of the Company under the guidance of Health & Safety Department and keep Senior Manager informed

8. **Logistics planning** for inbound and outbound goods to meet customers' requirements

9. Dealing with customer needs in respect of estimations, quotations, logistical arrangements etc., Supporting Senior Management in sales promotion in addition to actively promoting our services through daily contact with customer.

10. General administrative duties and sectional support including backup cover for department staff in their absence

11. Assist Senior Manager in sourcing data for Monthly financial and statistical reporting relating to the Department as may be required by the Senior Manager

12. Back up support for shop floor operational staff and Senior Manager in his absence and assist in any other reasonable duties requested for by Senior Operational or Sales Managers

The skills you need to succeed:

- **Valid licence to drive in the UK**
- A presentable manner and appearance.
- A People person with good communication skills
- To work well as a member of a team and follow instructions.





- Good perception and observation skills required to understand customer's needs
- Good practical skills with estimations, packing and communication
- Physical fitness to cope with a considerable amount of manual handling
- An honest and responsible attitude to other people's property.
- The ability to work in a careful and orderly way to avoid damaging items.
- Tact, as customers are often under stress during a removal.
- The ability to read a map and follow directions to reach locations accurately.

Proud Partners





REQUIREMENTS

- Must have a clear DBS background check, and a drug screen.
- Previous moving experience preferred.

BENEFITS

- Great pay
- Training, Experience gain
- Sick, and Holiday pay

ABOUT IMG REMOVALS & STORAGE

IMG Removals is a full service moving and Storage company that specialises in residential, commercial and industrial moving. IMG Removals serves individual customers, as well as Businesses and various government agencies in employee relocations, local, long distance and international moving, logistics, move management, storage and distribution projects. IMG Removals was founded in May of 2006, and has developed it into a diversified moving company in Birmingham. For more information, please visit www.imgremovals.co.uk or call 0121 6280014.

Proud Partners





When you join the IMG

Removals Moving & Logistic team, you become a part of Birmingham's premier moving company. Because we know happy employees make better employees, IMG

Removals provides the opportunity to earn competitive wages and benefits that include 401K plans, medical insurance and great on-site perks.

Proud Partners

