

Company	OMEX Agriculture Ltd.
Main Site	Bardney
Job Title	Logistics and Customer Services Manager
Contract Terms	Full Time, Permanent

OMEX

OMEX is the market leader in liquid fertilisers in the UK and Ireland, manufacturing and exporting a unique range of plant nutrients and crop health promoters nationally and internationally.

Overview of Role

The Logistics and Customer Services Manager is responsible for overseeing the distribution of bulk fertilisers, speciality products and de-icers to the UK and Ireland. This role ensures efficient logistics management and exceptional customer service by coordinating with suppliers, hauliers and customers to meet their needs while adhering to safety regulations and environmental standards. This role will suit someone who is proactive, organised and hands-on.

Key Responsibilities

1. Logistics Management
 - Plan and execute logistics strategies to optimise the supply chain for liquid bulk fertilisers.
 - Procure and manage external hauliers ensuring contracts are in place and costs are well managed.
 - Manage 3rd party storage locations ensuring contracts are in place and adhered to and any issues with deliveries are managed promptly.
 - Coordinate transportation and storage of bulk raw materials and finished products to ensure timely delivery.
 - Manage inventory levels, ensuring accurate forecasting and stock management, particularly at remote sites.
 - Collaborate with production and commercial teams to align supply with demand.
2. Customer Service
 - Act as the primary point of contact for customers regarding logistics and order enquiries.
 - Address customer concerns and resolve issues in a timely manner.
 - Develop and maintain strong relationships with key merchants and farmers to ensure loyalty and satisfaction.
3. Compliance and Safety
 - Ensure compliance with all industry regulations including FIAS related to the handling and transportation of hazardous and non-hazardous materials.
 - Ensure training of drivers is in place and safety protocols and practices are in place to minimise risks.
 - Conduct regular audits and reviews of logistics processes to ensure adherence to safety and quality standards.
4. Team Leadership
 - Manage and mentor a team of 6 logistics and customer service specialists, fostering a collaborative and high-performing environment.
 - Provide training and development opportunities to enhance team skills and knowledge.

- Set performance metrics and conduct regular evaluations to track team effectiveness.
5. Continuous Improvement
- Analyse logistics operations and customer service processes, identifying areas for improvement.
 - Implement best practices to enhance efficiency, reduce costs and improve customer experience.
 - Stay updated with industry trends and advancements in logistics and customer service technologies.

Qualifications, Skills and Experience

Qualifications

- Bachelor's degree in Logistics, Supply Chain Management, Business Administration or related field.
- Minimum of 5 years' experience in logistics preferably in the agricultural, food or chemical industry.
- Excellent communication and interpersonal skills.
- Proficiency in logistics and supply chain management software as well as excel.
- Strong mathematical capability with the ability to analyse data and make informed decisions.

Skills

- Strong problem-solving and critical thinking abilities.
- Ability to work under pressure and manage multiple priorities.
- Strong negotiation skills
- Strong leadership and team-building skills.
- Proficient in Microsoft Office suite and ERP systems.
- Knowledge of FIAS

Vision Strategy

Product Performance	Provide products that consistently meet / exceed expectations. Products that are reliable, efficient, accurate, easy to use and provide optimal nutrition to crops resulting in excellent crop yield, quality and sustainability.
Logistics	Maximum customer satisfaction achieved through efficient infrastructure, accurate demand forecasting, effective system management and cost optimisation.
Technical Support	Commercial teams possess a deep understanding of products and application to help farmers use fertilisers more efficiently, have effective communication skills, respond in a timely manner and have a customer centric approach.
Quality	Consistently high-quality standards achieved in operations through continual evaluation of processes and product formulations to eliminate problems.

Safety	Superior safety standards achieved through establishing a strong safety culture where employees recognize the importance of safety, feel confident in reporting hazards and have the necessary training to work safely.
People	An engaged, motivated and loyal workforce that are encouraged, empowered and given a work environment that provides opportunities to reach their full potential.

FOCUS on Values	
Fulfilment	<ul style="list-style-type: none"> • Happy • Motivated • Challenged • Rewarded • Developed • Appreciated
One-Team	<ul style="list-style-type: none"> • Communicate Well • Support Others • Align with decisions • Involve the right people
Collaborate	<ul style="list-style-type: none"> • Build partnerships based on trust and respect both internally and externally
Use a Strategic Mindset	<ul style="list-style-type: none"> • Maintain a long-term perspective • Innovate • Think Broadly • Be willing to change • Use data to drive decisions
Strong Execution	<ul style="list-style-type: none"> • Focus on priorities • Coordinate resources • Clear accountability • Work at the right pace • Don't cut corners