

Job Description

Job Type: Permanent – 40 hours per week

About Equipment Management Solutions

EMS is a specialist equipment management solutions provider to large manufacturing organisations across the UK, Ireland, Europe and North America, with offices in Belfast, Dublin and Halifax. Operating mainly within the FMCG sector, EMS controls equipment pools that are used to distribute our customers' products to market. Customers include Coca Cola, Britvic, Danone, Nivea and Johnson & Johnson. Pallets are the primary equipment type but other equipment such as totes, plastic baskets and trays are also managed.

Job Summary

The successful candidate will be the day-to-day contact for a portfolio of clients. You will liaise with them to manage their activity on a weekly basis. The role will focus on providing clients with a highly efficient end-to-end service so that they can trust that their account is in reliable hands. You will manage the ordering of equipment, provide reports, manage data, declare data to produce invoices, reconcile invoices and generate KPI reports. The role requires significant attention to detail. Experience in analytical manipulation and management would be advantageous.

Responsibilities and Duties

- ≡ Act as the day-to-day contact for a portfolio of clients, delivering a high standard of service and account management.
- ≡ Manage equipment orders
- ≡ Gather and collate reports from external sources; input and manage data in Excel and internal systems.
- ≡ Perform detailed reconciliation of invoices and customer activity reports, raising queries where discrepancies arise.
- ≡ Create and maintain insightful reports, flow diagrams, and KPI dashboards to support account visibility.
- ≡ Provide timely and professional responses to customer queries, ensuring a high level of customer satisfaction.
- ≡ Communicate clearly with customers and their suppliers to resolve logistical or data-related issues.
- ≡ Analyse customer data to identify issues and provide practical, data-driven solutions.
- ≡ Support process improvements by leveraging available technologies and enhancing reporting standards.
- ≡ Contribute to the development of trusted client relationships by consistently delivering reliable and proactive support.

Qualifications and Skills

- ≡ Proven experience managing stakeholder relationships in a customer-facing role.
- ≡ Strong customer service mindset with a proactive, solution-focused approach.
- ≡ Strong Excel skills and analytical ability (essential).
- ≡ High attention to detail with strong data accuracy and reconciliation capabilities.
- ≡ Excellent written and verbal communication skills.
- ≡ Strong organisational and multi-tasking skills, with the ability to manage competing priorities under pressure.
- ≡ Previous experience in a logistics, supply chain, accounts, or bookkeeping environment (advantageous).
- ≡ Comfortable interpreting and manipulating large data sets to identify trends, issues, and opportunities.



Remuneration & Benefits

Salary: £28,000.00-£30,000.00 per year

Company pension scheme

Be part of a dedicated team

Training and development opportunities