

## **Logistics Coordinator (US)**

Established in 1794, Henry Bath is a world leading storage and logistics provider specialising in the storage and shipping of Exchange-traded metals and soft commodities around the globe. Henry Bath is a founding member of the London Metal Exchange and is licensed by the world's premier commodity exchanges, including LME, ICE and CME to issue Exchange-Traded Warrants for metals and commodities.

### **Overview of Position**

You will be office-based in New Orleans for a full-time permanent position. As our Logistics Coordinator you will report to the Business Manager (North America), you will oversee and execute all functions related to the receipt, tracking, shipment, and delivery of customers goods across various warehouse locations throughout the United States.

In addition, you will be handling customer service requests and executing them in a timely manner. Such requests may relate to special handling of inventory, providing certain types of inventory information, or merely answering questions regarding status/timing of planned events. You will be provided with a laptop, docking station, and other required office tools. Internal meetings are held via video conference. Participation in meetings, training sessions, and customer sessions via video and calls are all a requirement of the position.

### **What would you do as our Logistics Coordinator**

- Receiving instructions from customers on their stock analysing the details and processing them in a timely manner with the appropriate acknowledgment and feedback to the customer
- Prompt and timely follow up with customers regarding missing or incorrect information regarding cargo
- Dealing with Metals cargo administration within the US operation in the most efficient way
- Communicating with clients and internal stakeholders to define and meet the clients' needs
- Planning receipts and deliveries of stock in the most efficient and cost-effective way
- Communicating with warehouse operations
- Stock control and reconciliations
- Supporting the Accounting department, by creating invoices, chasing receivables, and answering queries regarding invoices etc
- First point of contact for customs related questions
- Travel may be possible to better understand the material and locations in the United States that you are working with including travel around New Orleans to the various warehouse locations which we operate
- Various other administrative duties as requested

## **Who you are**

The ability to work autonomously under a flexible approach to working in a global organisation. You are a team player with excellent communication and customer service skills and has proven experience in logistics. Having the incentive and initiative to develop yourself along with both current and future relations.

## **Experience & Skills**

- Logistics background
- Professional, accountable individual with strong work ethic
- General administration experience in an office environment
- Excellent communication skills, both written and verbal
- Good interpersonal skills
- Excellent organisational and planning skills
- Attention to detail, accuracy and deadlines
- Self-driven, independent thinker
- Microsoft Office suite applications skills and capable of learning specialised in house systems with emphasis on strong Excel skills and an ability to write professional correspondence
- Ability to handle a variety of assignments

## **Rewards & Benefits**

- Salary band available on request
- Private medical, dental and vision insurance plans with generous company-paid premium coverage
- Paid holidays, generous PTO increases with length of service
- 401K with company match 5%
- Annual discretionary bonus

## **Who we are**

We are a diverse organisation who welcome different perspectives helping create an inclusive and forward-thinking culture across the globe with entities in the UK, The Netherlands, Belgium, United States, Singapore and China.