

The Role:

Reporting to the Warehouse Manager, you will become an integral part of the Warehouse Team. You will provide a dedicated delivery service for customers in Dublin and the greater Dublin area whilst supporting warehouse duties, establishing professional relationships with all customer stakeholders, optimising response to customer delivery requirements and reacting positively and efficiently to customer service needs. You will become an integral part of the Warehouse Team ensuring an excellent level of quality and service to our customers. You will work closely with the wider Operations Team to ensure customer requirements and KPI's are met in line with quality and health and safety standards.

The Person:

You are someone with an ability to get things done who is looking to join a leading Medical Company and a Great Place to Work. Your motivation and enthusiasm allow you to excel in both a team and individual environment. You have excellent communication and organisational skills with a positive attitude and are willing to go the extra mile for the customer. You are a self-starter with ambition and looking to implement ways of continuously improving your working environment. You are a curious personality who looks to fully understand a problem before making assumptions.

The Company:

Named a "Great Place to Work" for 2021, PEI is a leading medical and surgical sales, marketing and distribution company. PEI's product portfolio includes major brands from world class manufacturers such as DePuy Synthes, Boston Scientific, Ansell and ResMed. This is an exciting opportunity to work for a company whose focus is in developing its people and ensuring they are equipped to provide service solutions to its customers.

PEI is committed to delivering a first-class service. All its clinical and sales representatives are equipped to give expert advice on the ward, in the OR, or in the patient's home. The focus on Customer Obsession together with detailed product expertise ensures our unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI brand.

Basic Requirements:

- You will have a minimum of 3+ years' van driving experience
- Full clean driving license
- Experience in working in a similar medical background desirable but not essential
- Flexible, reliable, hardworking with a positive 'can-do' attitude and strong work ethic
- Proven attention to detail and follow through
- A professional customer service manner
- Fluent in English with excellent interpersonal and communication skills
- Completer/Finisher
- Be able to plan work and prioritise daily tasks
- Customer focused and must work well within a team environment
- Computer literate in Microsoft Office
- SAP experience desirable but not essential
- Experience with Six Sigma, LEAN, or similar quality management methodologies an advantage
- Qualification in logistics or supply chain desirable but not essential
- Valid Manual Handling and Forklift Certificates an advantage

Roles & Responsibilities:

Reporting to the Warehouse Manager, below is an outline of responsibilities:

- Execute all planned and emergency deliveries efficiently
- Act as a key customer representative interfacing with customers in a professional manner
- Ability to prioritise deliveries to ensure customer needs are met
- Ensure prompt responses and comprehensive solutions to customer or colleague queries
- Interact with teams within PEI and build relationships with colleagues
- Collaborate with the Warehouse Team to ensure team goals are met
- Demonstrates an ability and flexibility to work across all areas of warehouse
- Liaise with Customer Service and Surgikit on a daily basis and for emergency deliveries
- Develop and maintain a broad understanding and experience of all aspects of the PEI sales and support process
- Proactively shares knowledge and provides assistance and advice to colleagues
- Carry out all tasks in line with ISO standard operating procedures and adhere to all company compliance requirements
- Maintain warehouse to an appropriate level of cleanliness and in line with good health and safety practice

- Perform duties in line with the PEI behavioural standards
- Take an active part, where possible and appropriate, in PEI initiatives
- Reviewing existing work processes and implementing smarter ways of working where necessary
- Any ad hoc duties as required

PEI Compensation Package:

An attractive package is available to the right candidate.

To apply for this position, please send your C.V. and cover letter to hr@pei.ie, and include the job title and your name in the subject line of your email.