

Job title: Purchasing & Freight-In Assistant (North America)

Location: Carnforth, UK

Terms: Permanent – Flexible (Monday to Friday)

Report to: Purchasing Manager (North America)

About us: Established in 1975 by the Whiley family, Havwoods' is committed to quality, expertise and service with a passion for design which has made us a global premium wood flooring company servicing architects, specifiers, contractors and end users around the world. Havwoods operates directly in the UK, Australia and North America, with distribution partners supporting the rest of the world.

Our Values: Havwoods embodies the values and standards of quality that you would expect from a family run, artisan business. With a proud tradition that stems back six decades, Havwoods' core values have always guided our company.
Our ambition and passion ensure we treat all our stakeholders with the values embedded since Havwoods first began.

Results: We strive for excellence & deliver impact.

Heart & Soul: We are passionate about helping our customers bring their design aspirations to life.

Integrity: We demonstrate our integrity through our strong commitment to doing business the right way.

Collaboration: We encourage and motivate our teams, empowering them to be accountable.

Quality We focus on continuous improvement and innovation.

About the Role:

Reporting into the Purchasing Manager (North America), the Purchasing Assistant will be responsible for maintaining adequate stock levels and for raising purchase orders for the stock items. The role consists of supporting both the sales and operations teams, from product enquiries stage to delivery. This role also includes assisting the Purchasing Manager with lead time queries, supplier queries and ensuring Purchase Orders are delivered on time in full.

The role holder will have to have an eye for detail and be able to use their judgement in order to keep fast moving stock at the correct levels. The role holder will also have to be tenacious, highly organized and competent in order to resolve materials issues related to customer service in a timely manner and to the satisfaction of the customer. Requirements include the ability to liaise professionally with suppliers and sales personnel.

Responsibilities

The successful client will be primarily responsible for the following key areas:

1. Stock Administration

- Raising purchase orders on system and send to suppliers
- Receive and cross check order confirmations
- Tracking purchase orders, confirming collection dates, and collecting consignment information from suppliers
- Receive and process availability lists from suppliers
- Schedule loads from suppliers and arrange load lists
- Confirming collection date from suppliers and collecting consignment information within agreed timescales
- Act as a point of escalation for enquiries, expediting and supplier disputes where necessary
- Working with the Operations team to ensure products received have necessary requirements to be received and stored correctly
- Monitoring stock levels
- General Purchasing Admin: adding purchase orders to ERP system and keep Product codes up to date with pricing and product info
- Assisting the Purchasing Manager to ensure smooth and efficient delivery of our supply chain

2. Freight In Administration

- Liaising effectively with suppliers to ensure delivery timetables are met, and any delays are effectively managed and communicated to ensure minimal disruption to our customer
- Book containers with the relevant third-party transport company, monitor international shipments and feedback updates
- Generate Customs paperwork, invoices, packing lists, Certificate of Origins, Lacey Act documents, phytosanitary certificates, hazardous goods certificates, declarations.
- Ensure required customs information is correct - agreed inco terms etc
- Keep up to date with changes to, customs, transport procedures
- Ensure competitive transport costs for individual shipments

KPIs:

- Contribution to DIFOT
 - Agreed delivery schedule
 - Stock on hand/en route
 - Accuracy of freight-in tracking
 - Freight-in cost
- Positive feedback is received on communication, attentiveness, reliability and timeliness of dealing with stock and freight-in issues.
- Behaviours are in line with Company values and set a leading example to all colleagues.

Skills & Experience:

- The ability to communicate excellently both verbally and in writing
- A good attention to detail, analytical skills
- Previous experience of working in a team
- Highly organised
- Able to embrace a high pace and pressured environment
- Planning & delivery
- Meeting customer needs
- Acting reliably and ethically
- Coping with setbacks
- Making decisions
- Excellent interpersonal skills
- Strong analytical, organisation and planning skills with ability to prioritise effectively
- Able to work on own initiative & problem solve
- Proficient IT skills, with advanced Excel Skills
- Previous experience in a fast paced, data driven and customer focused business