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Customer Service Administration Support

10 June by GXO Logistics

GXO

£ £26,307.24 per annum

📍 Alfreton, Derbyshire

🕒 Permanent, full-time or part-time

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Full job description

Are you the go-to person for solving problems with a smile? Do you love keeping things organised and running smoothly? Want to make a real difference in the NHS every single day?

If you said yes, then we'd love to hear from you!

Here at GXO, we're looking for **two** detail-oriented and proactive **Customer Services Administration Supports** to join our National Customer Service Team based in **Alfreton**. You'll play a key role in ensuring our service to NHS customers is smooth, accurate, and responsive – helping healthcare professionals get what they need, when they need it.

These are full-time, permanent positions. You'll be working **Monday to Friday**, covering the hours of **09:00 till 17:00**.

Pay, benefits and more:

We're looking to offer a salary of up to **£26,307.24** per annum and 25 days annual leave (plus bank holidays). Your benefits package includes flexible dental insurance plans, a company sponsored pension scheme, a 24/7 online GP service, life assurance and a fully comprehensive employee assistance programme. You'll also have access to our MyBenefits platform offering a variety of high street discounts, a cycle to work scheme, cashback cards, a saving scheme and much more!

What you'll do on a typical day:

- Logging and managing customer enquiries via our call management system
- Investigating and resolving issues within agreed service guidelines
- Coordinating urgent orders and stock requests across departments
- Managing returns and credits with a keen eye for details
- Advising on product alternatives and placing orders on their behalf

What you need to succeed at GXO:

- Excellent communication skills – written and verbal
- Strong planning and time management abilities
- A team player with a customer-first mindset
- Confident using IT systems (Word, Excel; bespoke systems are a bonus)
- Previous experience in a customer service or admin support role

We engineer faster, smarter, leaner supply chains.

GXO is a leading provider of cutting-edge supply chain solutions to the most successful companies in the world. We help our customers manage their goods most efficiently using our

technology and services. Our greatest strength is our global team – energetic, innovative people of all experience levels and talents who make GXO a great place to work.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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Sellu Jalloh

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PROFESSIONAL SUMMARY

Reliable and organised professional with 5 years' experience at FedEx, combining frontline customer service expertise with strong administrative capabilities. Currently completing a Certificate in Higher Education in Business Skills, with a focus on communication, digital proficiency and problem solving. Proven ability to manage enquiries, maintain accurate records, support daily operations and assist teams efficiently. Fully prepared to deliver excellent support in a Customer Service Administration Support role.

WORK EXPERIENCE:

Customer Service Advisor

FedEx | London Barking

05/02/2020 to 10/12/2025

Customer Service Support

Respond to 20+ daily enquiries via phone, email and chat, providing clear information on services, tracking, pricing and delivery options.

Resolve complaints and issues calmly and effectively, consistently meeting or exceeding team targets for first-contact resolution.

Maintain positive relationships with customers, ensuring high standards of service at all times.

Administrative Support & Duties.

Accurately enter, update and maintain customer records, shipment details and correspondence in internal systems and databases. Process service requests, booking amendments and collection arrangements in line with company procedures.

Prepare and organise documentation, reports and spreadsheets to support daily operations.

Assist with filing, archiving and retrieving records, ensuring compliance with data protection guidelines.

Coordinate with warehouse, operations and sales teams to ensure smooth information flow and timely task completion.

Team & Operational Support

Support colleagues with administrative tasks and system queries to maintain team efficiency, while identifying routine operational issues and suggest practical improvements to workflows.

I directed the full build of 4 private residential houses in Sierra Leone, between the years of 2015-2020, overseeing project planning, site management, budget control, and stakeholder communication. Acted as the primary decision-maker to coordinate trades, resolve issues, and ensure successful project completion.

EDUCATION

Certificate in Higher Education: Business Skills for the Workplace

University of Wales Trinity St David, London.

October 2025 to August 2026

Modules:

- Effective Teamworking and Communication
- Employability and Career Development
- Enterprise and Entrepreneurship
- Problem Solving and Decision Making
- Digital Skills

CORE SKILLS

Customer Service & Administration

- Enquiry handling, correspondence management and complaint resolution
- Accurate data entry, record keeping and document preparation
- Appointment/booking coordination and task scheduling
- Strong knowledge of administrative workflows and service standards

Organisation & Processes

- Prioritising workload in busy environments
- Following procedures and maintaining quality standards
- Attention to detail and accuracy in all task

Communication & Teamwork

- Clear verbal and written communication
- Collaborative working across teams and departments
- Professional and helpful manner with all contacts

Digital & Technical Skills

- Proficient in Microsoft Office (Word, Excel, Outlook)
- Experience using CRM, tracking systems and internal databases
- Confident using digital tools for administration and communication

ADDITIONAL INFORMATION

- Availability: Immediate
- Languages: English (Fluent) / Dutch (fluent)

HOBBIES:

I play football on weekends and I enjoy working around the park.



Sellu Jalloh

sellujalloh@hotmail.com

GXO Logistics
180 Great Portland Street
London
W1W 5QZ
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Email: First.Last@gxo.com
15/07/2026

Dear Hiring Manager,

I wish to apply for the role of Customer Service Administration Support, currently being advertised on Reed.co.uk. Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over 5 years' experience in the customer service and administration industry, and I believe my communication skills, attention to details and experience handling customer enquiries and data management during this time make me the perfect candidate for the role.

In my current role as a Customer Service Advisor at FedEx Barking, I have been responsible for handle customer calls, emails, and chats about shipments. I track parcels, resolve issues like delays, lost items, or billing, and help both individuals and business customers with accounts, rates, and services. My job also involves logging interactions in the Customer relationship management (CRM), offering FedEx solutions, and escalating complex cases.

In my role as a Customer Service Advisor, I act as the main point of contact for customers, resolving shipping issues, providing account support, and delivering a high standard of service while meeting performance targets for response times and customer satisfaction.

Through this experience I have developed excellent problem-solving skills, the ability to work to tight deadlines, and proficiency in CRM systems and Microsoft Office. I have also learned how to remain calm and professional while resolving customer complaints and ensuring high levels of customer satisfaction.

All of this, coupled with my enthusiasm dedication, and experience in customer service, data entry, organisation, teamwork, has helped improve response times and maintain a 98% customer satisfaction rating in my team.

I am confident that I can bring this level of success with me to your organisation and help GXO Logistics build upon their reputation as Customer Service Administration Support. With my previous experience and expertise, I believe my contribution will have a positive impact on your customer service efficiency and overall client