

Join our

XSEM HEROES

Logistics Coordinator

VACANCIES

Do you have the energy, passion, skills and 'can-do' attitude to be a workplace Superhero? Well, that's a happy coincidence – because we're hiring.

If you're an administrative and warehouse whizz with impressive online knowhow, we need to hear from you. We're on the lookout for a Logistics Coordinator to join an award-winning brand engagement agency that thrives on making people happy – our clients, our partners and our staff.

As a Logistics Coordinator, you will take charge of our Hospitality and Assets Portal, an online ticket, asset and event booking system as well as asset management in the warehouse for XSEM's clients. You'll deal with daily requests for branded assets, event tickets, hospitality services and guest information and coordinate the assets in the warehouse.



About us

At #TeamXSEM, we like to think of ourselves as creative Superheroes! Why? Because we create unforgettable experiences for clients across the globe, with game-changing results that keep them coming back for more.

From marketing and brand activation to events and company reward schemes, we dig deep to get to the heart of our clients' challenges, then use our energy, creativity and expertise to overcome them. In short, we make people happy!

What's in it for you?

This is a permanent role based at the rather lovely XSEM HQ, 3 Bowling Green Terrace, Holbeck, Leeds LS11 9SP, with the option of hybrid working and flexible hours (so you can be a Superhero at home as well as in the office).

The salary is up to £24,000 per annum, based on experience. The right person will also enjoy our brilliant employee benefits package which includes all the usual stuff – a healthcare cash plan, training, employee referral scheme and long service awards – plus a few extras: team activities and away days (such fun) and an enhanced parental leave and company pension.

The role

- Managing the daily flow of portal requests
- Communicating with clients to ensure their needs are met
- Assisting with research and gathering information on bespoke requests
- Working with XSEM project team members, finance and design teams
- Organising a rota for an out-of-hours phone service
- Creating and delivering monthly client reports
- Attending client meetings
- Maintaining job files
- Preparing and modifying client contracts
- Creating guest itineraries and distributing tickets and guest information
- Liaising with venues and suppliers such as couriers
- Ensuring tickets are posted out and accurately recorded in line with service level agreements
- Monitoring finances including invoicing and reporting
- Dealing with phone queries from clients
- Coordinating assets in the warehouse

About you

- Bursting with creativity, enthusiasm and ambition
- Hardworking, honest and oozing with initiative
- Two years' administrative experience
- Experience of working in a warehouse (desirable)
- Strong communication skills
- Excellent interpersonal skills, both in person and by phone
- Excellent customer service ethic and high expectations for quality
- Attention to detail
- Highly motivated
- Strong organisational skills and ability to meet tight deadlines
- Ability to manage multiple projects and work assignments
- Ability to work well under pressure
- Ability to accomplish tasks with little supervision
- Strong problem-solving skills
- Ability to make sound decisions fast and work in a fast paced, high pressure environment
- Proficient using the latest versions of Microsoft Word, Excel, PowerPoint and Outlook and Teams
- Passion to progress your career in a growing and supportive company
- Top-notch team player

How to apply

If you want to become part of our fun little work family here at #TeamXSEM – and think you've got what it takes – email your stand-out CV and cover letter to careers@xsem.co.uk.

