

Do you have a passion for providing excellent customer service? Do you thrive in a busy environment?

Here at Cantina Carnitas incredible food is at the heart of what we do so it's only right that we provide the same excellent standard of service to our customers. We are looking for someone to join our team as Order Coordinator for our delivery kitchen. Our ideal candidate is someone who is experienced and confident working in a fast paced environment, able to communicate with multiple team members whilst providing excellent customer service.

As Order Coordinator you will be responsible for a number of tasks to ensure every order we receive is fulfilled in a timely manner and to the best quality.

An overview of the main responsibilities of the role is as follows -

- Organising all pre-orders and live orders into time slots depending on kitchen/driver capacity.
- Communicating with kitchen staff to ensure orders are ready with adequate time for delivery.
- Organising deliveries to group together those with least distance between addresses - where possible.
- Liaising with delivery drivers to resolve any queries/issues with deliveries.
- Bagging orders for drivers and ensuring that the correct items are included.
- Managing any queries/issues raised by customers via phone and ensuring a quick resolution where necessary.
- Informing customers of any delays/changes to their order in an appropriate time frame and ensuring excellent customer service is provided in any instances of dissatisfaction.
- Liaising with the kitchen to ensure all order platforms are updated with any items unavailable where necessary.

We're looking for a candidate that has the below experience, some of which is essential for applying to the role:

Essential

- Experience in hospitality/retail.
- Experience working in a fast paced/time critical environment.
- Experience in a role dealing with cross functional demands.
- Good knowledge of Hitchin and the surrounding areas.
- Excellent organisation skills.
- Ability to manage multiple tasks under pressure.
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Desirable

- Experience working with EPOS systems (Just Eat)
- Experience coordinating orders in a hospitality/takeaway setting.
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