



Commercial Logistics Inc  
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## Job Posting: CL19-023

### ADMIN & CUSTOMER SERVICE REPRESENTATIVE

Commercial Logistic Inc. is an asset based trucking company, offering both less-than-truckload (LTL) and truckload (FTL) service to all points in the Province of British Columbia, Canada. We are a wholly owned subsidiary of ContainerWorld Forwarding Service Inc. Both companies are headquartered in Richmond, British Columbia.

We are a state-of-the-art forwarding, warehousing and distribution Company. Our Warehouse Management System includes voice picking, interleaved put-away/replenishment and license plated inventory with RF scanning. Our distribution includes electronic signatures running on Truckmate. Our operations actively supports Lean Six Sigma concepts.

**Position:** Admin & Customer Service Rep

**Location:** Kelowna, BC

**Hours:** Mondays-Fridays 8.5 hours shift (includes 1/2 hr unpaid lunch) Start times between 6:00am to 10:00am depending on operational requirements.

#### Position Overview:

Working under general supervision of the Team Lead, Administration, handles the day to day administrative and customer service tasks in Kelowna. Responsible for ensuring paperwork is processed, inbound and outbound shipments are entered accurately and system information related to inbound shipments and outbound deliveries is up to date. Is responsible for efficiency of his/her own work.

#### Key Responsibilities:

##### **Assist Transport operations with day to day workflow**

- Assembles all outbound driver documentation packages daily (Manifests, Bills of Lading, Action Forms, Keg Slips).
- Processes all Empty Container returns and product returns. Ensures records are accurate and inventory balanced.
- Sorts and checks off driver return paperwork and files appropriately
- Handles driver returned OS&D paperwork
- Handles confirmations for shipments and deliveries (in TMS and CLAS computer systems)

##### **Assist Warehouse operations with day to day workflow**

- Handles inbound booking related functions (product setup, PO creation, ect...)
- Input orders for outbound shipments
- Handles confirmations for inbound and outbound warehouse shipments (in WMS computer system)

#### **Customer Service and Communication**

- Acts as first point of contact for customers in person or on the phone
- Communicates with customers and licensees regarding discrepancies, and any routine necessary communication
- Communicates customer requests to operations departments
- Explains procedures and regulations to our customers

#### **Engages in Inventory Control Activities**

- Cycle counts of inventory to ensure accuracy
- Works with customers on periodic or year-end counts
- Assists in reconciliation of inventory records, including investigating discrepancies
- Ensures inventory accuracy related to OS&D and product returns

Commercial Logistics offers an attractive package which includes excellent benefits and competitive compensation.

To apply for this position please email your resume and salary expectations to [careers@containerworld.com](mailto:careers@containerworld.com). We thank all applicants for their interest; however, only those selected for an interview will be contacted.