



EMPLOYMENT OPPORTUNITY

Customer Service Representative

Job Code: CW17-001

Post: 18th September 2017

Position Type: Full Time

Hours of Work: Mondays to Fridays 8:30am to 4:30pm

Location: Kamloops, BC

Position Overview:

Working independently with guidance from the Branch Manager, provides administrative support to the DSD operations and the Branch Manager. Interacts with customers in a professional manner to process and provide information in response to inquiries, concerns and requests about products and services.

Main Responsibilities:

Process and Action delivery documentation.

- Process all signed bills of lading including delivery confirmation and filing
- Action any delivery errors (O.S.& D.) to resolution

Process all COD collections and follow up if necessary Customer Service

- Deal with customers/drivers via phone, electronically or in person to resolve delivery issues
- Record detail of inquiries or concerns. Respond promptly.
- Prepare drivers paperwork daily

Order Entry

- Enter all orders into the system not already entered (BDL, Transport activities, BCLDB).
- Coordinate LTL shipments to ContainerWorld.

Support to other internal departments

- Maintain Branch Productivity Reporting System
- Support drivers with inquiries and requests
- Communicate and coordinate with linehaul and other DSD operations

Other Duties as assigned

Required Qualifications:

- Some post secondary education plus 2 to 3 years related experience

Required Skills, Knowledge and Competencies:

- Exceptional customer service skills
- Strong data entry skills and pleasant phone manners
- Excellent organizational skills and ability to deal with high volume paperwork
- Good interpersonal skills and commitment to team work
- Ability to work in a deadline oriented, fast paced environment
- Being a self starter able to work both independently and as team
- Proficiency in MS Office

HOW TO APPLY

Interested applicants should submit their resume and cover letter to careers@containerworld.com by 21st September 2017.