



EMPLOYMENT OPPORTUNITY

ORDER DESK CSR

Posting No. CW18-019
Position Type: Full Time
Hours of Work: Monday to Friday 8:30am– 4:30pm (subject to change)
Location: Richmond, BC
Compensation: Commensurate with experience

Working under general supervision from the Supervisor, the position is responsible for processing orders, receiving and acting on general enquiries regarding the orders and processing documentation resulting from the deliveries. The position is responsible for the efficiency and effectiveness of his/her own work and has considerable impact on efficient operations of own area and some other areas/departments.

Main Responsibilities:

Responding to Internal & External Customer Queries including but not limited to:

- Confirming orders in system, delivery dates
- Driver / Customer Issues at delivery
- Collections / Payment issues
- Order Status and delivery confirmations
- General queries relating to past shipments

Processing return paperwork, including but not limited to:

- COD collections
- Sorting by client
- Filing proofs of delivery
- Forwarding documentation to Clients (Payments / POD's)

Skills and Qualifications:

- Strong computer data entry skills including Outlook
- Excellent problem solving skills required using existing guidelines and procedures
- Good verbal and written communication skills, be able to give basic direction, instruction or presentation to others
- Attention to details, high accuracy and outstanding numeric data entry skills
- Preference will be given to individuals with 1 – 2 year related experience

To apply for this position, please submit your interest with cover letter and salary expectations to Careers@containerworld.com.