



Commercial Logistics Inc
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ORDER DESK CSR

JOB Posting: CW18-026

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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. ContainerWorld also operates in Ontario and Nova Scotia.

We are a state-of-the-art forwarding, warehousing and distribution Company. We have a Warehouse Management System to include voice picking, interleaved put-away/replenishment and license plated inventory with RF scanning. Our automation also includes an ERP, CRM, Cargowise, Truckmate, Sage, Kronos applications to prime us for present and future expansions into other provinces. ContainerWorld actively supports Lean Six Sigma concepts.

Position: Order Desk CSR
Hours: Monday-Friday 8:30am to 4:30pm

Position Overview:

Working independently with guidance as required, provides administrative support to the operations to facilitate customer's orders. 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:

Order Entry

- Enter all orders into the system via phone or EDI
- Coordinate shipments as required
- Address delivery issues and process shipped orders

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 and fun working environment
- Being a self starter able to work both independently and as team
- Proficiency in MS Office

Commercial Logistics offers and 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. We thank all applicants for their interest; however, only those selected for an interview will be contacted.