

**JOB Posting: CW19-002**

ContainerWorld located in Richmond, British Columbia is a premier logistics provider for the beverage industry; privately owned company with approximately 430 employees throughout its three BC facilities. 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.

We are presently recruiting for a permanent full-time position in our Logistics & Supply Chain Department.

**Job Title:**

Customer Service Representative  
Mondays to Fridays 8:30am to 4:30pm

**Position Overview:**

Working mainly independently with guidance from the Manager, provides support to our customers and acts as an escalation point to our Customers for service issues and concerns.

**Main Duties:**

**Answers Customer queries**

- Provides answers to our customers with regards to all areas of our Company
- Directs customer requests to appropriate departments and replies back to our Customers
- Working with internal departments expedites orders as requested by our Customers
- Explains procedures and regulations to our Customers

**Acts as an escalation point for delayed responses to Customers**

- Resolves customer delayed responses
- Reports back to applicable Department Manager to prevent future recurrences

**Monitors customer service satisfaction**

- Proactively seeks customer satisfaction feedback from our Customers
- Reviews internal performance reports to resolve potential customer issues and reports back to applicable department

**Others:**

- Positive attitude and even temperament
- Ability to work both independently and as team with minimal supervision
- Excellent organizational and time management skills
- Preference will be given to candidates with logistics experience

ContainerWorld 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.