Customer Service Representative - Transportation

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Texte de l’annonce originale

Customer Service Representative

XTL is committed to providing customers with a progressive transportation solution. As a Customer Service Representative, you will be responsible to ensure day to day commitments are executed as promised. Your creative ability to find solutions and develop relationships will play a key critical role in achieving customer loyalty and profitable business growth. The ideal candidate will be someone who is customer focused and strives to ensure customer commitments are delivered

Schedules:Shift hours: 6h30 a 15h30

Thu-Fri-Sat or 4/4

Responsibilities:Operations

Accepting all the EDIs and doing the updates

Enter comment for Dangerous goods on orders with BOL sent

Ensuring data integrity including customer codes, pick-up and delivery dates and times, trailer numbers, bill of lading numbers, weight, seal number, temperature, and all special requirement flags to achieve customer commitments and invoice accurately.

Updating Costco appointments as per Warehouse requests

Check available loads screen throughout the day to ensure loads are correct.

Send emails to all the warehouses to get their lineup for the evening/morning Daily morning emails to warehouses on loaded vs loading

Responsible for customer communication, ensure customers receive a response within 15 mins. Work with dispatch on response.

Book loading and unloading appointments when required for all customers

Create all customer orders in the system

SD loads during your shift and do TMS updates

Ensure audit screen is up to date and reflected in the TMS

Creating new customer codes and master orders

Review night notes, address any issues pertaining to your department

Notify Customers of any delays during your shift.

Daily morning emails to warehouses on loaded vs loading

Ensure our weekly Costco OTD report is clean and accurate

Answer phones

Driver Payroll

Sort through the drivers paperwork and file the BOL's

Audit the trip sheets with the approved guidelines

Enter the drivers times in Payroll screen that meet the criteria and any tripsheets that do not meet the criteria are handed to the Operations Manager so that they can be scrutinized further

Issaquah TMS Support

Provide information when required regarding our deliveries

Implement any new reporting procedures required by our Customers

4. Other tasks related

Main Requirements and competenciesExperience with AS400, TMS, Elogs, People Net and Safety Direct systems is an asset

Knowledge of Microsoft applications such as Word, Excel and PowerPoint

Excellent Oral and Written communication skills

Excellent attention to detail

Strong team player with the ability to create lasting client relationships;

Team player who is able to work well in groups

Customer-focused attitude, with high level of professionalism and discretion

Organization and Time management skills

Ability to Prioritize and Manage Time

Excellent customer service skills and professional demeanor;

Strong knowledge of Microsoft applications, AS/400 and Lotus Notes;

Able to work in a fast paced environment

Able to work in a team atmosphere

Benefits:

100% company paid benefit premiums after 3 months of employments

RRSP match program after 3 months of employment

Competitive Salary

You will find the right opportunity for you at XTL! To learn more about our job openings, visit our website: www.xtl.com/en

XTL is an equal opportunity employer that embraces diversity in the workplace. All applications are given equal consideration, regardless of whether they are submitted by a woman, a man, a member of a visible minority, an Indigenous person, or a person with a disability. The masculine form is used solely to simplify the text.

We encourage all interested individuals to apply; however, only candidates selected for an interview will be contacted.

Consulter l’offre et postuler

Annonce XTL détaillée

Tous les postes XTL

Date de fin de validité indiquée dans les métadonnées XTL : 2027-01-21. Les annonces peuvent être retirées plus tôt.

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