Operations Support

Lieu	Vaudreuil-Dorion, Québec, Canada
Région	Montérégie
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Horaire	Temps plein
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Texte de l’annonce originale

Driving the Future of Transportation

Our Role: Are you ready to be part of a dynamic and supportive team where your efforts directly contribute to seamless operations and long-term success? This is more than just a support role—it's a stepping stone for individuals with a passion for logistics, collaboration, and leadership. As Operations Support you will be trained across all positions within our Dispatch department.

Hours : Monday to Friday from 13h00 to 22h00

Location: Vaudreuil-Dorion, QC

What You'll Do

Driver SupportAct as a first point of contact—ensuring drivers feel supported, informed, and empowered at every step.

Handle time-sensitive communications by phone or satellite promptly and efficiently.

Manage documents and procedures like gate passes, customs faxes, and time cards with accuracy and care.

Address operational challenges such as delays, reroutes, or mechanical issues with calm confidence and clear communication.

Troubleshooting & Proactive SolutionsIdentify potential service risks early and build smart solutions in collaboration with planners and customers.

Ensure the right equipment is in the right place at the right time.

Monitor yard activity, trailer movements, and equipment readiness to maintain operational flow.

Act as a reliable link between departments—sharing key updates that help us all succeed together.

Data Integrity & Process ExcellenceMaintain and update system records to ensure everything runs smoothly.

Manage dispatch data such as check-ins, switches, and messages with a focus on quality and timeliness.

Correct discrepancies with a solution-oriented mindset.

Customer-Focused ServiceRespond to customer needs with professionalism and a positive attitude—even after hours.

Input orders and requests with clarity and efficiency.

Represent XTL’s standard of care with every interaction.

Team Collaboration & Office SupportStep in and support wherever needed—whether that’s assisting planners, filling in during holidays, or helping a colleague.

Thrive in an environment that values mutual respect, shared success, and everyday contributions.

Manage all Accessorials: Send forms for additional services and ensure that the billing for any Accessorials is complete

Handle and input driver pays with care and efficiency

Equipment OversightMonitor equipment pools and usage trends to maximize availability and efficiency.

Reconcile yard inventories and records to ensure accuracy.

Spot and report on patterns in service failures to help strengthen long-term systems.

Contribute to our preventative maintenance and equipment lifecycle efforts—keeping safety and quality top of mind.

Who you are:You are an insightful and agile individual who is aligned with promoting and demonstrating empathy in the workplace

You are someone who has the ability to connect with people from different backgrounds and celebrate your team's wins

You are a resourceful problem-solver who thrives on knowing your work directly impacts the future of how we move

You are adaptable and enjoy finding creative solutions to drive change

QualificationsFluency in French and English is mandatory

Demonstrates strong organizational skills and takes initiative pro-actively

1-2 years of dispatch or planning experience (preferred but not required)

Excellent verbal and written communication skills with the ability to work collaboratively

Ability to be detail oriented and deadline driven

Why Join XTL?

This role is ideal for someone eager to grow, learn, and lead. We believe in fostering a workplace where people from all walks of life feel seen, supported, and inspired to bring their best every day. If you’re a team player with a solutions-first mindset and a drive to build a meaningful career in operations, we want to hear from you.

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 : 2027-01-28. Les annonces peuvent être retirées plus tôt.

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