



Customer Care Logistics Representative

<u>Company:</u>	Thomas, Large & Singer Inc.
<u>Location:</u>	Markham, Ontario
<u>Job Type:</u>	Full-Time
<u>Experience:</u>	2-3 years
<u>Education:</u>	University Degree or College Diploma

General Job Description

Thomas, Large & Singer Inc. (TLS) is currently seeking an energetic **Customer Care Logistics Representative** to join our team.

Reporting directly to the Customer Care Team Leader, the Customer Care Logistics Representative is responsible for delivering quality customer service to the TLS customer base by ensuring that all orders are processed accurately and efficiently load planned for all assigned clients. This position will be based out of our head office in Markham, Ontario.

Summary of Duties and Responsibilities:

- Process orders from customers received via EDI, email, fax and telephone
- Plan & optimize freight loads
- Solve delivery problems and trace orders for customers
- Confirm orders, report shortages, and "out of stocks"
- Act as liaison between clients and customers to ensure mutual satisfaction
- Daily communication with assigned carrier for equipment forecast and ensure service expectations are met
- Provide recommendations/solutions to improve service
- Maintain documentation of current client procedures
- Customize order/delivery information to increase efficiency of order processing and user friendliness
- Assist visitors to the office, answer occasional calls as a back up to reception and occasionally assist courier deliveries incoming and outgoing

Key Qualifications:

- Excellent English communication skills, both written and verbal
- Completed College Diploma or Certification Program in any relevant field
- Minimum of 2 to 3 years of previous order desk/customer service experience
- Ability to trouble shoot and problem solve
- Strong organization skills and ability to prioritize multiple tasks
- Strong Microsoft Office skills – Word, Excel etc.



- Understanding of freight / supply chain concepts beneficial
- Ability to work well as part of a team as well as independently
- Previous food industry experience with major retailers is a definite asset

What's In It For You...

- **Great team** dynamic and tight knit company culture. One of the most important factors in choosing your next role is the people you work with and our people are AWESOME!
- **Flexible work environment.** Some flexibility on working hours and work from home days.
- **Competitive compensation package** (salary & bonus). We get it – money isn't everything, but it's still a very important factor.
- **Benefits** – Health & Dental, Life Insurance, Disability Insurance, Parameds – Massage!
- **Pension Matching** (after 1 year – employees put in 5% and TLS matches with 5%)
- **Tuition and professional fees** reimbursement
- **Summer Hours Program** – who doesn't want to leave early on Fridays to spend more time with friends and family while the sun is shining

Interested candidates may apply by email to Human Resources, HR@tlscanada.com with your resume and salary expectations.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Thomas, Large & Singer welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

About Thomas, Large & Singer Inc.

Since 1912, Thomas, Large & Singer has been a preferred buy-sell distributor in the Consumer Packaged Goods industry for many Canadian and international clients. Over the past century, the company has developed expertise in all facets of the industry from national logistics and warehousing, to order-to-cash, trade promotional control solutions, broker management and sales agency of private label and industrial ingredient solutions.

To find out more, please go to our website www.tlscanada.com