



## Sr. Director of Client Services

<b><u>Company:</u></b>	<b>Thomas, Large &amp; Singer Inc.</b>
<b><u>Location:</u></b>	<b>Markham, Ontario</b>
<b><u>Industries:</u></b>	<b>Consumer Packaged Goods, Logistics, Distribution, Retail</b>
<b><u>Job Type:</u></b>	<b>Full Time Employee</b>
<b><u>Years of Experience:</u></b>	<b>12+ Years</b>
<b><u>Education Level:</u></b>	<b>University or College</b>

---

### **Job description:**

Thomas, Large & Singer Inc. is a leading provider of comprehensive value chain solutions to leading consumer packaged goods brands in the Canadian market as well as broker management services and private label brokerage services. Our dynamic team is growing. Currently, we require the services of a strong **Senior Director, Client Services**.

Reporting to the Chief Financial Officer (CFO), the Senior Director, Client Services is responsible for Client Management services for the organization and management of the Director, Client Services team. The team incorporates both supply chain and finance professionals. The Senior Director will also manage the flow of the Finance Department by providing strategic thinking and effective leadership, with the aim to make profitable decisions, and guide the company towards long-term success. This role will be supported by our Director, Supply Chain and Replenishment as well as the CFO for mentoring on key business relationships and corporate objectives.

This key strategic position requires not only expert knowledge of the TLS and Emblem business but also extensive knowledge about each of our clients and customers businesses in order to provide appropriate services, competitive pricing and overall excellent service. This role will be based in our Markham office and may require some travel to our warehouse location, client offices and/or other off-site locations.

### **Responsibilities include:**

- Manage and mentor a team of Directors on the Client Services team
- Develop and manage key client relationships alongside your team
- Participate in weekly meetings with executive team
- Assist Director, Client Services with renewal pricing and new quotes for each client portfolio
- Manage discontinued clients requirements from your portfolio and P&Ls as they transition from the organization
- Review month-end and year-end financial statements for client statements

- Manage the process for hiring and training new staff for client portfolio
- Maintain relationships with clients and other external vendors
- Perform ad hoc financial analysis and review operations
- Review all buy/sell financials ensuring consistency for assigned portfolio
- Provide expertise for marketing/sales/operational complex problems
- Provide support for the Client Business Review process for the entire organization
- Coordinate schedules required for annual external financial statement review engagement

#### Required Skills:

- 12+ years of progressive experience
- MBA and/or leadership training is an asset
- Strong written and verbal communication
- Strong working knowledge of P&L and financial statements
- Advanced Microsoft Excel & PowerPoint skills
- Excellent time management and organizational skills, with the ability to effectively prioritize and execute tasks in a high-pressure environment
- Strong financial acuity and analytical skills
- Must be detail oriented with strong problem solving skills
- Experience in managing staff as well as coaching & team building
- Managing external client relationships
- Sage X3 ERP proficiency is an asset
- Industry experience preferred from Consumer Packaged Goods (CPG), Distribution, or Public Warehousing
- Experience managing remote locations (US preferred)
- Exposure to US business operations

#### What's In It For You...

- **Great team** dynamic and a 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.** Ability to work from home 2-3 days per week.
- **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.

To apply for this position please send your resume to: [HR@tlscanada.com](mailto:HR@tlscanada.com)

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 Us

Thomas, Large and Singer Inc. provides Canada wide consolidated distribution services to many leading brands. Combined logistics allows these brands to take advantage of TLS' warehousing and freight synergies while the brand owner maintains control of their pricing, sales and trade marketing plans. TLS' proprietary IT systems allow each brand owner real time control of their strategies in the Canadian market. Complementing our value chain services are TLS' branded broker management services that act as a manufacturer's National sales leader in Canada, supporting the manufacturers stated in-market goals and objectives through the support of a branded sales broker. TLS also provides sales brokerage services to companies wishing to supply private label products to Canada's retail grocery chains. TLS has been servicing the needs of the Canadian consumer for over 100 years.

To find out more, please go to our website [www.tlscanada.com](http://www.tlscanada.com)