



OS&D Clerk

<u>Company:</u>	Thomas, Large & Singer Inc.
<u>Location:</u>	Markham, Ontario
<u>Industries:</u>	Consumer Packaged Goods, Logistics, Distribution, Retail
<u>Job Type:</u>	Full Time Employee
<u>Years of Experience:</u>	1-2 Years
<u>Education Level:</u>	University or College

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 **OS&D Clerk**.

Reporting directly to the Associate Director, Credit & Trade Deductions, the OS&D (Overages, Shortages & Damages) Clerk will be responsible for working with a team to resolve all overages, shortages & damages claims and investigations on behalf of the organization. This individual will be required to work with all internal departments as well as retailers, carriers, brokers as part of regular investigations. This role impacts all areas of the business and requires a high level of attention to detail. The role will be based out of our Markham office.

Responsibilities include:

- Manage a high volume of OSD&D items and provide a resolution to retailers, carriers, customers etc. as well as internal teams, brokers.
- Liaise with different internal departments, external clients and brokers
- Investigate claims for refusals, overages, shortages, damages to find root cause
- Work with all carriers, warehouse and internal teams to resolve issues
- File claims with carriers
- Ability to be resources and proactive in dealing with issues that may arise
- All duties are extremely critical, time sensitive and requires a high level of diplomacy
- Maintain clear documentation for all claims & investigations
- Ensure compliance with company processes & procedures

Required Skills:

- Minimum 1 year OS&D experience, preference in the transportation industry
- Ability to work effectively in a team environment
- Ability to work effectively under pressure
- Strong multi-tasker with ability to prioritize and re-prioritize as task importance changes
- Strong Microsoft Excel skills – vlookup, pivot table ect.
- Strong problem-solving skills. Ability to be creative and innovate in solutions.
- Ability to perform in a fast-paced environment
- Excellent verbal & written communication
- Team player with a can do attitude

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

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

