



Customer Care Logistics Representative

<u>Company:</u>	Thomas, Large & Singer Inc.
<u>Location:</u>	Markham, Ontario
<u>Job Type:</u>	Contract – 15 months
<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 for a 15-month contract.

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

Summary of Duties and Responsibilities:

- Create and / process customer orders (EDI and email) via SageX3 ERP system
- Consult with Supply Chain and Client teams on issues related to inventory availability
- Plan & optimize freight loads
- Solve delivery problems, track and trace orders for customers
- Confirm orders, report shortages, and advise back in stock plans with customers
- Act as liaison between clients, brokers and customers to ensure mutual satisfaction
- Daily communication with carrier(s) for equipment forecast, appointment bookings, tenders and ensure service expectations are met
- Daily communication with TLS warehouse and other 3PL's
- Maintain and act on customer inquiries submitted through the CS central inbox
- Accurately update customer portals within appropriate time windows
- Provide recommendations/solutions to improve overall service
- Maintain documentation of current customer requirements and procedures
- Assist visitors to the office

Key Qualifications:

- Excellent English communication skills, both written and verbal
- Completed College Diploma / University Undergrad Degree
- Preferred 1 to 2 years of previous order desk/customer service experience
- Ability to trouble shoot and problem solve
- Strong organization skills and ability to prioritize multiple tasks



- Intermediate Excel skills
- Understanding of freight / supply chain concepts beneficial
- TMS / truck load planning / logistics knowledge an asset
- Ability to work well within a team as well as independently
- Previous CPG experience with major grocery retailer knowledge 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.** We get it – money isn't everything, but it's still a very important factor.
- **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