Compliance Deductions Analyst

Company: **Thomas, Large & Singer Inc.**

Location: **Markham, Ontario**

Job Type: **Full Time**

Experience: **3-4 years**

Education: **University Degree or College Diploma**

General Job Description

Thomas, Large & Singer Inc. (TLS) is seeking a detail-oriented and analytical **Deduction & Compliance Analyst** to join our team. This role is responsible for reviewing and investigating customer compliance charges, including late delivery fines, shortages, damages, and other deductions. The successful candidate will identify root causes, validate claim accuracy, collaborate with internal stakeholders, and help drive process improvements to reduce future deductions.

Summary of Duties and Responsibilities:

- Analyze and investigate customer compliance fines, chargebacks, and deductions.
- Review claims related to late deliveries, order discrepancies, shortages, and product damages.
- Validate supporting documentation and determine the legitimacy of customer claims.
- Research root causes by collaborating with Supply Chain, Logistics, Customer Service, Sales, and Operations teams.
- Identify trends and recurring issues that contribute to compliance deductions.
- Prepare dispute packages and recovery documentation when deductions are found to be invalid.
- Track and report compliance-related metrics, trends, and financial impacts.
- Recommend and support process improvements to reduce future chargebacks and claims.
- Maintain accurate records and documentation of investigations and resolutions.
- Support customer audits and internal reviews related to compliance deductions.

Key Qualifications:

- Degree in Business, Accounting, Finance, Supply Chain, or a related field, or equivalent experience.
- 3 to 4 years of experience with deductions, chargebacks, compliance programs, accounts receivable, or customer claims management.
- **Experience with Amazon account is a MUST.**
- Strong analytical and investigative skills.
- Excellent attention to detail and problem-solving abilities.
- Proficiency in Microsoft Excel and other reporting tools.
- Strong communication and collaboration skills.

- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Knowledge of supply chain, logistics, inventory management, or order fulfillment processes.

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**. 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 contribute 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. Accommodation is 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