

WMS ONBOARDING + SUPPORT SPECIALIST

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About Us:

CDS Group of Companies is the single contact for National and International clients looking for efficient and cost effective supply-chain solutions for the Canadian market.

Specializing in our world class Ambient, Refrigerated, and Frozen warehouse and distribution services operation for the food and beverage industry, we have expanded our services to include freight and transportation management, customs brokerage, pick and pack fulfilment, cross-docking and transloading. A true "one-stop shop" operation, we can handle products from grocery to consumer goods for any company looking to improve their supply chain throughout Canada and from Canada to cross-border and international markets.

What You'll Do:

- Set up new warehouse customers in Warehouse Management System (WMS) and provide customer service to them for the first month before transitioning the account over to another CSR.
- Set up and provide WMS training and support to employees
- Create SOPs for new customers
- Setting up new rates and adjusting rate changes when needed
- Warehouse billing – invoicing and answering internal and external inquiries
- Create and print labels
- Assist with ad hoc duties as required by the department

Who You Are:

- 2+ years' experience in Highjump Accellos
- Experience in data onboarding, CSR user support and Warehousing / Supply Chain
- Excellent interpersonal and communication skills, both oral and written
- A well-organized, detail and customer-oriented self-starter
- Able to work well independently, multi-task, problem solve, exercise sound judgment and follow through tasks to completion with a sense of urgency
- Strong command of the English language
- Able to pass criminal background check

How to Apply:

Interested applicants should submit their resume to hr@cdsltd.ca.

Internal applications are welcome! You must be employed for at least 6 months to be eligible to apply.
No agencies please.