

Customer Service Representative

Monday – Friday Day Shift

Posting Date: December 22, 2020

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.

About the Role:

You are a team-oriented individual who is passionate about customer service. You will be responsible for supporting all internal and external customers with the primary objective to foster customer loyalty and partnership by providing high-quality interactions and business solutions. You are outgoing and friendly, take an analytical approach to work, thrive under pressure and maintain focus in a fast-paced environment.

What You'll Do:

- Serve as a relationship owner and primary contact for all customer communications.
- Enhance and protect existing clientele through customer relationship building and support.
- Maintain current knowledge of product and services.
- Evaluate and respond quickly to customers' requests.
- Manage products between Operational Teams.
- Ensure accuracy in terms of client information.
- Provide product and service reports by collecting and analyzing customer information.
- Possess an excellent phone manner and a demonstrated ability to manage multiple priorities.

Who You Are:

- A well-organized, detail and customer-oriented self-starter, with 2+ years of customer service experience.
- Previous experience in multi-temperature warehousing or food distribution.
- Previous experience in using WMS (Warehouse Management System) will be an asset.
- Have an excellent command of business English, both oral and written.
- Possess the analytical ability to research problem areas and special requests.
- Can exercise sound judgment, work well independently, prioritize duties, follow through tasks to completion.
- Skilled at establishing and maintaining effective working relationships with a variety of others encountered in the course of the work.
- Ability to schedule, direct and organize work within a diverse department and coordinate work with other departments to maintain effectiveness.
- Intermediate knowledge of Microsoft Office suite of products.
- Post secondary education in related field or equivalent combination of skills and experience.
- Able to pass criminal background check

How to Apply: Interested applicants should submit their resume to hr@cdsltd.ca. No agencies please. Internal applications are welcome! You must be employed for at least 6 months to be eligible to apply.