



CDS TRANSLOAD  
CDS COLD STORAGE  
CDS CUSTOMS SERVICES LTD  
CANADIAN DRY STORAGE LTD  
CANADIAN DISTRIBUTION SERVICES LTD

## Customer Service Assistant – Calgary (Part-Time)

Monday to Friday – 10:00am to 2:00pm

Pay Range: \$20 - \$23 / Hour

Posting Date: June 22, 2026

### 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 Ambient, Refrigerated, and Frozen supply chain food and beverage services, we strive to offer exceptional customer service to our clients, while promoting opportunity, and a team-first environment for our team. Our services include multi-temperature warehousing, distribution, freight and transportation management, 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 Team:

The Transportation team is based in Richmond, BC, working around the clock to support our customers, drivers and Owner / Operators. We also have a hub in Calgary that services the Alberta region. We are a tight team that goes out of our way to ensure we operate a customer service oriented and safe working environment.

### What You'll Do:

- Process and input customer requests in TMS, evaluate and respond to customer inquiries in a prompt, courteous and effective manner.
- Organize and scan driver load documents.
- Update/progress orders in the Transportation Management System (TMS) by entering in/out time and order notes.
- Ensure the accuracy of shipment information in TMS.
- Inform CSR of any overages, shortages, and damages.
- Scanning and digital filing.
- Effectively communicate with drivers, dispatchers, and CSRs as needed.
- Provide administrative support to dispatchers as required.
- Any other administrative tasks as required.

### Who You Are:

- An excellent communicator, both orally and in writing; with a strong command of the English language.
- You clearly understand that details matter.
- Strong group of skills - sound judgment, analytical thinking, works well independently.
- Strong data entry, typing 50 WPM, and good telephone skills
- Demonstrated ability to multi-task and prioritize duties effectively, follow through tasks to completion and work with a high level of urgency
- Energetic people person who delivers personalized service, relating well to diverse personalities

- Proficient with Microsoft Outlook, Word and Excel
- Industry experience with a carrier, freight forwarder or customs broker
- Familiarity with Accellos dispatch software is a plus
- Able to pass criminal background check.

**How to Apply:**

Interested applicants should submit their resume to [hr@cdsltd.ca](mailto:hr@cdsltd.ca). No agencies please.

Internal candidates are welcome. You must be employed for at least 6 months to be eligible.