

Logistics Coordinator Senior - Truck Department

Tasks Description

Department : Over The Road (Truck)

Immediate Superior : Team Lead

Location: Central Office, Blainville

Summary :

As a key player in the development and future of the company, this position requires you to do more than just move freight. With your knowledge of the transportation industry, you will provide clients and providers with personalized, innovative services and solutions helping them improve their supply chain management.

Description :

- Act as the company's ambassador to the customer;
- Answer customers' phones and emails as soon as possible;
- Advise and inform clients about the different services and options available;
- Assist clients to determine their needs for services and equipment;
- Taking orders ;
- Data entry into the computer system;
- Coordinate available equipment and goods to be shipped.
- Make the sale of available trips.
- Negotiate transport prices.
- Distribute and track equipment in transit or stationary, based on written schedules, customer requests, or as required by an emergency.
- Prioritize shipments according to urgency or importance.
- Obtain information on the picking and delivery environment of each shipment.
- Find solutions to the various logistical problems that may arise before and during the movement of goods.
- Use various databases to coordinate shipments.
- Make quotes for various movements of goods.
- Update data for current shipments.
- Act as a link between the clients and the different teams of the company;
- Ensure that customer requirements are met in the service offering;
- Track shipments to suppliers and customers
- Making appointments for carriers;
- Make sure you have all the necessary documents for crossing customs during cross-border movements;

- Management of complaints from customers;
- Complete all the registers required by the client agreements;
- Any other related tasks.

Requirements :

- ACS, DCS or BAC in transport logistics or equivalent.
- 3 to 5 years of experience in the transport sector (similar position).
- Excellent Knowledge of transportation requirements is an asset.
- Proficient in Microsoft Office Suite.
- Strong ability to multitask in a very fast paced environment.
- Self-motivated, organized and able to provide proactive solutions.
- Good communication and organization skills.
- Team player.
- Problem solver.
- Positive leader.
- Bilingual (French and English)- spoken and written.
- Shows initiative.

Skills :

- Good communication skills, both oral and written.
- Ability to handle difficult personalities.
- Ability to organize and prioritize work.
- Ability to detect problems.
- Deductive reasoning and inductive reasoning.

Personal qualities :

- Ethics and professionalism in his behavior at work.
- Able to work at an accelerated pace and under pressure.
- Autonomous, comfortable making decisions in changing situations.
- Like to work in a team.
- Rigorous.
- Initiative.
- Cooperative.
- Courtesy and diplomacy.
- Good memory.
- Empathy.