

Admin Assistant / Customer Service Rep - SK

Shift: Mon to Fri, 10:30 AM – 7 PM

Posted: August 28, 2021

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, 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 Team:

CDS has expanded our warehouse operations presence into the Prairies by opening a facility in Saskatoon, Saskatchewan. Positions in SK will provide the perfect opportunity to join a growing company as we expand into our new SK facility where we will continue our mandate of servicing our customers in a timely, accurate and safe manner. The culture of CDS is that we wear many hats and roll up our sleeves to get the work done, regardless of our job title. All SK roles will report directly to the Operations Supervisor based on-site in Saskatoon, with overall corporate direction coming from Richmond BC.

About the Role: You are a team-oriented individual who is passionate about customer service. You will be responsible for supporting 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:

- Reception duties such as greeting visitors, answer phone and direct calls, handle email correspondence.
- Assist drivers and customers as needed by answer questions, etc.
- Data entry in Excel and various Warehouse Management Systems; creating reports using the information provided.
- Assist the Shipping Office with driver check-in / check-out.
- Other duties as assigned.

Who You Are:

- A well-organized, detail and customer-oriented self-starter.
- Tech savvy; well-versed in Microsoft Office suite of products.
- Have an excellent command of business English, both oral and written.
- Can exercise sound judgment, prioritize duties, follow through tasks to completion.
- Skilled at establishing & maintaining effective working relationships with a variety of others.
- 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.