

## Supply Chain Coordinator

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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 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:

Supply Chain Solutions is the consulting division of the CDS Group of Companies that looks to deliver added value to our national and global customers with financial and operational supply chain efficiencies through business process evaluations and P & L engineering.

### What You'll Do:

- Process and input customer orders in WMS and TMS
- Maintain inventory accuracy in the system daily
- Manage working relationships with warehouse / logistics partners across Canada and internationally
- Be part of a team driving global supply chain initiatives and trade
- Develop an understanding of the key drivers and limiting factors in export/import programs
- Proactively work with internal teams to ensure customers are kept up-to-date on order status
- Maintain good working relationship with customers, handling inquiries promptly, courteously and effectively
- Understand the resources within the business to be an effective problem solver
- Prepare reports, paperwork and invoices associated with customer orders
- Create and analyze management reports through manipulation and analysis of data retrieved from WMS and TMS systems
- Eliminate reoccurring issues, minimize service issues and identify opportunities for improvement
- Implement initiatives to reduce cost and grow the business
- Build and maintain strong relationships with customers through proactive dialogue to understand requirements, field visits and opportunities to exceed expectations
- Responsible for customer service metrics for accounts served: invoice accuracy, order accuracy and order fulfillment metrics

### Who You Are:

- Strong communicator; able to collaborate and troubleshoot; resolving customer concerns with empathy and tact
- Ability to cultivate strong business relationships
- Self-starter with a desire for continuous improvement and personal development

- Ability to manage time effectively and work with a high level of urgency
- Knowledge in a variety of areas including ERP system, WMS/TMS, EDI
- Solid working knowledge of MS Word/Excel
- Preferably 2+ years of related college/university in business administration, supply chain management or logistics
- 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 applications are welcome! You must be employed for at least 6 months to be eligible to apply.**