



## CUSTOMER SERVICE MANAGER

The TCS Group of Companies is seeking an experienced and leadership focused Customer Service Manager for our busy, expanding, third party logistics organization. Offering customized cold storage, temperature- controlled warehousing and distribution since 1902, **the TCS Group is an essential service business** with seven warehouse facilities in Ontario and two in Alberta providing over 34,000,000 cubic feet of cold storage and refrigerated warehouse space.

Working from the Corporate Head Office, the **Customer Service Manager** will be responsible to co-ordinate, plan and control the activities of the customer service team to maintain and enhance customer relationships to meet organizational and operational objectives.

### **KEY ACCOUNTABILITIES:**

- Liaise with other departments (Warehouse, Sales, IT and Finance) to ensure achievement of agreed to customer service levels and standards, including all areas from new customer set up, contract reviews, operational execution and accurate billing.
- Handle complex and escalated customer service issues, track and document resolutions, investigate claims and mitigate losses.
- Develop service standards and policies to meet and exceed customer standards.
- Analyze statistics, compile reports, and identify opportunities to improve quality of service, productivity and profitability.
- Monitor accuracy of reporting and data base information.
- Control resources, utilize assets, develop, adhere to and manage budgets.
- Evaluate, mentor, train and develop customer service team to allow them to excel.

### **EDUCATION/EXPERIENCE:**

- Demonstrated experience as a Customer Service Manager, preferably with experience in the Food Supply Chain, Logistics or Transportation industry
- In depth knowledge of customer service principles, practices, databases and tools
- Strong B2B experience as well as client-facing and presentation skills required

### **KEY SKILLS AND COMPETENCIES:**

- Excellent communications skills (oral, written, listening)
- Superior customer service, organization and multi-tasking skills
- Excellent problem analysis and problem-solving skills
- Initiative, flexibility and stress tolerance with ability to meet short deadlines
- Demonstrates leadership, confidentiality and professionalism

We offer a competitive compensation package including excellent benefits and a pension plan.

**Interested Candidates**, forward your resume and references to [jobs@trencold.com](mailto:jobs@trencold.com) specifying the job title in the subject line.

We thank all candidates for their interest and regret that only candidates selected to move forward in the recruitment process will be contacted.

We are an equal opportunity employer and welcome applications from all qualified candidates. Accommodations throughout the recruitment and selection process are available upon request.