



<b>Position</b>	<b>White Glove Quality Assurance Leader</b>
<b>Location</b>	Moncton, NB
<b>Type</b>	Fulltime – Days
<b>How to Apply:</b>	<a href="https://armour.hiringplatform.ca/167964-tl-sales-specialist/710253-initial-application/en">https://armour.hiringplatform.ca/167964-tl-sales-specialist/710253-initial-application/en</a>

**Armour Transportation Systems, one of Canada’s leading transportation and logistics companies, has an immediate opening for White Glove Quality Assurance Leader based out of our Moncton, NB location. Working hours will be Monday to Friday, 8:00 a.m. to 5:00 pm, however some non-standard work-day assignments will be required for this position.**

**Reporting directly to the Claims Manager, the successful candidate will have direct impact into evaluating, training and developing, one of our key resources – White Glove agents.**

#### **Duties and Responsibilities:**

- Administer and perform appropriate skills evaluations for all White Glove agents
- Ensure compliance with all applicable regulations, identify concerns, report and develop action plan for correction when assigned.
- Support the reduction of claims for the courier and white glove departments through process improvement, training and positive reinforcement.
- Develop best practice methods for courier drivers and delivery agents
- Creation of new hire and recurrent training materials (to go in Itacit-online learning platform)
- Go to various locations where drivers are delivering and coach/audit process.
- Travel required amongst our network of terminals within the Maritimes.
- Successful candidate must have his/her own reliable transportation. Mileage is compensated.
- Train new hires and 3rd party vendors
- Responsible for Incident investigations – including but not limited to ride alongs
- Research and ensure equipment and methods are current
- Work with customers on proper training (door removals etc)
- Develop customer-first professional training for drivers

#### **Essential Competencies**

- Analytical; review trends and offer solution.
- Strong customer service/coaching skills
- Exceptional time management skills, the ability to deal with multiple priorities and being comfortable with coaching for performance are essential qualities.
- Self-Motivated

- Bilingual – French / English considered a benefit.

## **About Armour Transportation Systems**

Armour Transportation Systems is an award-winning, world-class transportation and logistics company. We are a Platinum member of Canada's Best Managed Companies, and a Top Fleet Employer.

Founded in the early 1930s, Armour Transportation Systems has grown to be one of the largest trucking carriers in Canada, with 26 terminals, 4,000 pieces of equipment, nine maintenance facilities, over 750,000 square feet of warehouse space, and more than 2,000 team members.

Our vision is to be the dominant gateway between Atlantic Canada and the world, realizing profitable growth through leading transportation and logistics solutions, global partnerships, exceptional employees, and strategic acquisitions.

### **Employment Equity**

Armour Transportation Systems is committed to the principles of employment equity. The purpose of employment equity is to ensure that no person is denied employment opportunities or benefits for reasons unrelated to ability.

Armour Transportation Systems welcomes applications from Indigenous peoples, African Canadians and other racially visible persons, persons with disabilities, and women in occupations or positions where they are underrepresented. If you are a member of one of these equity groups, you are encouraged to self-identify on your expression of interest for this position