



Position	Customer Service Representative
Location	Moncton, NB
Reports to	Logistics Manager
Type	Fulltime – Days
How to Apply:	https://armour.hiringplatform.ca/167804-customer-service-representative/709299-initial-application/en

Armour Transporttaion Systems has an exciting opportunity for someone to join our Customer Service Department as a logisitics Customer Service Representative. This position will report to the Logistics Manager and is based out Moncton, NB.

Essential Duties and Responsibilities:

- Serves customers by providing product and service information and resolving product and service problems.
- Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
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- Ensuring accurate reporting for performance volumes and forecasting, verifying scorecards are up to date and accurate.
- Booking pick-up and delivery appointments
- Data Entry
- Updating customer portals
- Identifying and proactively responding to customer needs, inquiries and concerns
- Improve or enhance the Customer's experience
- Review contract terms and conditions to verify that they are in compliance with warehouse/customer

Essential Competencies:

- Excellent time management skills with the ability to multitask and meet deadlines.
- Self-motivated with analytical decision-making skills.
- Ability to lead a group or groups of people and communicate effectively with these groups.

- Ability to analyze situations, identify problems or conflicts, and negotiate win-win scenarios.
- Ability to identify, analyze, and suggest solutions for problems, customer complaints, and client concerns.

Working Conditions:

- Fast-paced environment.
- A high volume of communication, including via email and phone.

Technical Skills:

- Experience and understanding of the Truck Mate System are considered an Asset.
- Experience and understanding of Logimax system are considered an Asset.
- Strong knowledge of Microsoft Office, with the ability to prepare reports in Word and Excel.
- Strong typing and computer skills.

Work With Us

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.