



Position	Customer Service Representative
Location	Moncton, NB
Reports to	Customer Service Supervisor
Type	Fulltime – Days
How to Apply:	https://armour.hiringplatform.ca/170483-customer-service-representative/723982-initial-application/en

We are currently hiring a Customer Service Representative in Moncton to ensure freight's efficient and effective movement while providing superior service.

Essential Duties and Responsibilities:

- Working with all departments, terminals, and customers to remove barriers in the movement of equipment and freight.
- 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

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.
- Transportation industry knowledge, including but not limited to, dispatch, dock operations, and equipment utilization considered an asset.

Working Conditions:

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

Technical Skills:

- Experience and understanding of the TruckMate 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.

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.