



CUSTOMER SERVICE REPRESENTATIVE/DISPATCH

Clarke Corridor Express is a division of Clarke Transport Inc. that specializes in overnight transportation service between Ontario and Quebec. Clarke Corridor provides daily service to many major cities in Ontario and Quebec. We have the most reliable customer service group to meet your special requirements.

We are currently looking for a highly motivated **Customer Service Representative/Dispatch** to join our dynamic and results driven team at our Brampton, Ontario location.

Under the supervision of Operational Team, the Customer Service Representative/ Dispatch providing exceptional customer service to both internal and external customers. You will be responsible for maximizing customer satisfaction and retention, respond to customer inquiries via phone and email, pricing, rating, auditing and preparing necessary documents for customs, PODs, process driver paperwork and filing.

CORE FUNCTION:

- Build relationship with current and future customer and suppliers
- Responding to customer inquiries as related to services, and service and general inquiries
- Ensure that service calls are performed in an accurate and timely manner
- Billing adjustments requested by branches or customers
- Interactions or transaction, record details of inquiries, complaints, or comments as well as actions taken
- Compare disputed services with original requisitions and information from invoices
- Schedule delivery appointments for customers to accommodate on-time deliveries
- Check to ensure that appropriate changes were made to resolve customers' problems
- Refer unresolved customer grievances to designated departments for further investigation

QUALIFICATIONS:

- Completion of High School diploma
- 1-2 years' of experience in an office environment /customer service
- Experience in the trucking industry preferred
- Possess excellent verbal and written communication skills
- Proficient computer skills in Microsoft Office (Word, Excel and Internet)
- Strong organizational skills to manage multiple tasks at a time
- Demonstrates ability for problem-solving ability to determine solutions for customers.
- Must be able to work both independently and within team environment
- This position requires an individual who is adaptable; self-motivated, results driven and a team player
- Successful with building and maintaining strong external and internal client relations
- An expert at multi-tasking and effectively managing changing priorities
- Proactive, able to identify early on any potential issues, and to implement solutions

Interested applicants please submit your résumé in confidence **no later than February 28th 2017** by **email** to Human Resources at hrontario@tfiintl.com or Tim Drake at tdrake@clarkenorthamerica.com or FAX: 902-482-1359

Clarke Corridor - Solutions and TFI International Inc. is an equal opportunity employer and believes we will gain through the recruitment and development of staff that represent the broad diversity of the Canadian workforce.