



Clarke Road Transport Inc., one of Canada's largest freight carriers and a member of the TFI International Inc. group of companies. We are looking for the following professional to join our dynamic and results team in **Halifax**:

SALES AND CUSTOMER SERVICE MANAGER – VAN / INTERMODAL
HALIFAX, NOVA SCOTIA

Under minimal supervision, the **Manager, Sales and Customer Service** is responsible for variety of tasks that require all aspect of sales and customer service such as management and hiring of customer service staff, customer development, strategic plans for growth and profitability, develop and maintain revenue budget. The position requires interpersonal skills necessary to communicate with both internal and external customers.

As the successful candidate, you will be self-motivated, a keen business sense and focus on "adding value" to team, customer and company; plan and move into the future for growth and direction. In addition, you will possess the following qualifications:

DUTIES AND RESPONSIBILITIES:

- Create and maintain a positive relationship with the client
- Responsible for all aspects of sales and customer service
- Responsible for management and hiring of customer service staff
- Generate revenue
- Develop customer and conduct customer-lane analysis
- Develop and maintain revenue budget and target accounts
- Develop strategic plan for growth and profitability
- Identifying industries, geographic areas, and new markets in need of freight carriers
- Analyze the requirements of formal RFPs and decides what information needs to be included in the proposal.
- Makes presentations to potential client decision makers, either individually or coordinates a team of specialists to assist in the presentation.
- Make initial and follow-up calls for the purpose of scheduling sales appointments
- Attend self-generated sales appointments, educating potential customers on Clarke Road products and solutions.
- Make recurring calls on present clients for business maintenance and enhancement (value added solutions) purposes
- Participate in special projects as required

LEADERSHIP AND ATTRIBUTES:

- High level of integrity and work ethic
- Demonstrates judgement, common sense, and decision-making ability
- Motivates, supports and inspires direct reports; builds strong, cohesive teams
- Provides quality service to internal and external clients
- Take on new challenges and provide thoughtful solutions
- Shares knowledge and capabilities
- Builds relations with other; Internal and External Client, Customers
- Drives superior performance
- Meets objectives and deadlines
- Supports and encourages personnel for success
- Retains accountability
- A keen business sense and focus on "adding value" to team, client and company

QUALIFICATIONS:

- Experience working in sales involving complex deals that have led to annual sales of \$750,000 to \$1 million in each of the last two years.
- Experience maintaining customer information in a database, such as Salesforce.com.
- Post-secondary education in transportation, marketing or business is an asset.
- A minimum of 3-5 years experience working in the transportation and freight industry
- Computer literate, Word, Excel minimum
- Operate skills on basic office equipment
- Excellent written and oral communication
- Strong organizational skills, able to schedule and follow instructions
- Must have analytical skills.
- Able to handle multiple tasks with rapidly changing priorities, able to manage individual and team projects,

COMPENSATION:

We offer a competitive compensation package in conjunction with the opportunity to work with a team of accomplished professionals in a collaborative and stimulating environment. We offer continued growth, development and support to our team as we believe that our success lies with our people.

Interested candidates are invited to submit their cover letter and resume in confidence specifying salary expectations **no later than February 28th 2017** by email to the attention of:

Jim Langille,
E-mail: jlangille@sales.clarkeroad.com
FAX : 902-450-5460
(Attachments in MS Word or PDF format only)

Clarke Road Inc. division of 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.