

Company: Rodair Logistics Inc.

Position Title: Bilingual Customer Service Representative

Branch: Mississauga, ON

Department: Fashion Logistics

Rodair's tailored solutions support clients around the globe, providing international freight forwarding, project forwarding, courier, warehouse and distribution, customs brokerage, and 3PL services. Tapping into a reach that spans all continents, Rodair delivers client solutions that sew together the supply chain from factory floor to retail floor, showroom floor to the final user.

We create and provide tailored logistics solutions through our marriage of high tech and high touch, to support key market verticals within the fashion, retail, automotive, and mining industries. We are a company that empowers the imagination in a supportive environment where innovation is expected. Rodair is a high touch solutions company delivering customized logistics experiences for our client partners. Threaded into our DNA is the drive to deliver complete reliability to every stakeholder with every interaction while ensuring we are easy to do business with.

Job Purpose:

- Responsible for shipment receipt, storage, inventory control and distribution.
- Maintain and upkeep inventory in WMS inventory system

Primary Duties and Responsibilities:

- Keep track of orders received through courier, fax or e-mail. Prioritize and consolidate shipments if necessary.
- Input orders into the warehouse inventory system.
- Coordinate with warehouse manager regarding receiving and shipping of orders.
- Generate picking reports and adjustment reports.
- Responsible for making shipping appointment for customers when necessary such as Holt Renfrew, The Bay, Harry Rosen, Sporting Life and Sears, etc.
- Generate shipping label.
- Prepare truck bills.
- Provide POD to clients.
- Send pick ticket Report or confirmation of shipment to clients before the end of the day.
- Billing
- Approve payment of purchase invoices.
- Keep shipping documents in files.
- Other duties as required

Knowledge, Skills and abilities

- Excellent in communication skills in French and English in answering the phone, dealing with customers/clients and fellow employees.
- Experience in inventory control, warehouse and distribution.
- Detail orientated and good with numbers.
- Organization skills in inventory control.

- Good sense of prioritizing day to day workload and team projects.
- Creativity in problem solving and in presentations to clients.
- Proficient with Microsoft Office (Excel, Outlook, Word, PPT)
- Excellent attention to detail & punctuality
- Able to multi-task in a fast paced environment.

Education:

- Post graduate education preferred