



Operations Coordinator

About North American Logistics Inc.

North American Logistics Services Inc. has been a leading vendor to the tradeshow industry since 1997. Offering transportation, customs brokerage and warehousing services for show managers, exhibitors, exhibit design/manufacturing firms and event management professionals. For more information on our services, please visit www.nalsi.com or through our [Facebook](#), [Instagram](#) or [LinkedIn](#) social media profiles. We are currently seeking multiple candidates for the position of Operations Coordinator

Summary

The Operations Coordinator is responsible for working with customers and exhibitors to plan and arrange shipments adhering to tradeshow deadlines. Producing proper documentation/customs paperwork and working with 3rd party carriers and in-house dispatch.

Core Competencies

- Communication (English)
- Teamwork
- Interpersonal skills
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Customer service oriented
- Ethics and Integrity
- Efficiency
- Organization

Job Duties

- Assist clients in completing internal and government documentation for transportation and customs services
- Coordinate inbound and outbound shipments (land, air and ocean) with our affiliated asset based carrier Dynamic Freight Solutions or 3rd party carrier as needed – tradeshow and exhibition clients
- Coordinate customs brokerage for inbound and outbound shipments
- Shipment tracking and pickup/delivery confirmations, ensuring timely delivery
- Create/manage customer profiles to ensure accurate billing address, email addresses and other contact information
- Providing shipment estimates to customers/exhibitors on transportation, storage and customs services
- Create, update and finalize orders in TruckMate database with focus on timely and accurate data entry
- Forward finalized orders to accounting to complete client invoicing
- Manage in-house accounts

- Source new 3rd party carriers
- Work with specific customers to arrange pickup of tradeshow products and ensure on-time arrival
- General customer service- answering calls, questions, claims and updating customers on shipments
- Maintaining current knowledge of market trends in transportation and customs
- Possibility of needing to be onsite for move in and move out at tradeshow to ensure all shipments are received and in good condition
- Maintain customer storage inventory in the warehouse
- Pull and prepare all inventory in the warehouse to be shipped when needed
- All other duties as assigned by management

Requirements

- Experience with asset-based and /or freight brokerage firm is preferred
- College or University education preferred
- Experience with TruckMate logistics software preferred
- Experience with the tradeshow industry preferred
- Excellent customer service skills
- Excellent communications skills – verbal and written
- Excellent English speaking – Bilingual preferred (French)
- Strong knowledge of Microsoft Office 365
- Ability to multitask and work under pressure
- Excellent writing skills, including proper spelling, grammar, and punctuation
- Strong organizational skills
- Strong time management skills
- Has excellent problem-solving skills
- High standard of attention to detail
- Ability to interpret and implement company policies and procedures
- Professional, responsive, and positive work attitude is essential
- Resourcefulness and flexibility
- Strong interpersonal skills
- Travel may be required within Canada, US or Overseas
- Availability for the occasional evening and weekend work onsite or by phone

Working Conditions

- Able to occasionally lift items as heavy as 50 lbs.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.
- Occasional travel
- Occasional evening and weekend work
- Standing and walking for long periods of time (while at a tradeshow)

Applicants are requested to submit a cover letter and resume to hr@beyondrewards.ca.