



Established in 1995, Ontario, Cambrian Solutions is a vibrant sales and marketing company with a primary focus of supplying globally-sourced raw materials and chemicals to our expanding range of customers across Canada. We are a dynamic group of growth focused individuals who pride ourselves on our technical and solutions-oriented approach to our customers' needs.

Cambrian offers a competitive salary in addition to a positive and collaborative corporate culture. We believe in developing people as well as growing our business and make this philosophy a priority. Our head office is located in Oakville, Ontario. Please visit our website at www.cambrian.com to learn more about us.

Position Available: Customer Service Manager

Type of Position: Permanent Full-time

Location: Oakville, Ontario

General Summary

Oversees the daily operations of the Customer Service Department and management of Customer Service Representatives. Services a small designated pool of customers by processing orders and responding to inquiries, concerns and requests regarding Cambrian's products and services.

Major Tasks and Responsibilities

Management – Oversees the CS Department, managing Staff Performance and resolving personnel, internal and customer-related issues

- Train, coach, mentor CSR's and encourage positive behavior
- Generate and analyze reports on customer service activities
- Develop Customer Service procedures, policies and standards
- Meet with other Managers to discuss improvements to Customer Service
- Ensure communication between all the departments is effectively maintained
- Aid in the investigation and resolution of customer problems
- Assist with recruitment initiatives involving departmental staff
- Conduct performance appraisals with department employees
- Represent Customer Service department on the Recall Team
- Manage attendance, including the approval of timesheets for part-time Receptionists

Order Management – Consistently meet service standard of order confirmation and provide timely customer updates

- Prepare all necessary shipping documents for local and international shipments.
- Communication with third party warehouses
- Prepare all necessary shipping documents for local and international shipments
- Complete release and shipment paperwork, and forward to warehouse for confirmation



- Follow up with warehouse on any missing Bill of Ladings to verify order has shipped and invoicing is complete in a timely manner.
- Create proforma invoices for COD customers and follow-up directly for payment
- Deal with customs on any order related issues
- Sign off on all export declaration forms (B13A) for Customer Service orders

Freight/Documentation – Manages outbound freight and warehousing charges with accuracy and timeliness

- Accrue freight and warehousing charges to sales orders where applicable
- Approve freight invoices and adjusts in ERP system, as required
- Check pre-notification from customs, to ensure no amendment is needed on US orders
- Approve customs invoices and adjust in ERP system as required
- Respond to documentation requests from customers
- Investigate and close non-conformances

Customer Experience – Provide an excellent customer experience

- Resolve minor problems and customer issues quickly, and independent of Account Managers
- Update customer information in ERP system, to ensure it is current
- Enter non-conformances as issues arise, and prepare documents as required. Arrange pickups for returns from customers

Internal Relationship Management/Communication – Effectively communicate with internal departments to enhance customer satisfactions and expedite problem resolution

- Communicate effectively with Sales and Product Coordinators to streamline procedures, such as order management i.e. ordering material, rush fees, pricing discrepancies, attaching products, blends etc.
- Communicate with the accounting department for credit holds and efficient order processing
- Communicate any significant order problems with Account Managers

Education, Experience, Required Knowledge and Skills

- Grade 12 Secondary School Diploma; Post-secondary education would be considered an asset
- 3-5 Years of experience in Customer Service
- Previous inside sales experience would be considered an asset
- Previous Supervisory experience is preferred
- Solid organizational skills, with the ability to prioritize and meet multiple deadlines
- Strong problem solving and analytical skills
- Attention to detail
- Excellent interpersonal and written/verbal communication skills, both in English and French (preferred)
- Proficiency in the Microsoft Office Suite (Word, Excel, Outlook)
- Knowledge of ERP systems

If you are interested in joining our team, please forward your resume and cover letter to careers@Cambrian.com, Attn: Customer Service Manager

**Please note that ONLY candidates selected for an interview will be contacted.*