



POSITION: Operations Supervisor

LOCATION: Hensall

Hensall Global is a leading provider of multimodal transportation and logistics services worldwide. We are currently recruiting for the position of Operations Supervisor. This is a full-time position working out of our Hensall, Ontario location.

What Hensall Global has to offer:

- Competitive Annual Salary
- Group Benefits plan (dental, prescriptions, vision, massage, chiropractic, physiotherapy etc.)
- Pension Plan matched by Hensall
- 3 weeks' vacation after 1st year of service
- Social Events (summer picnic, holiday party, employee BBQs, length-of-service awards)

Successful Candidates have:

- Good leadership skills.
- Strong working knowledge of both international shipping and domestic/cross-border movement.
- High level of organization and the ability to prioritize and multi-task.
- Must be able to manage heavy workload and stressful situations.
- Strong attention to detail and time management.
- Strong customer service and interpersonal skills.
- Excellent written and verbal skills.

Your Job Duties and Responsibilities:

- The function of the Operations Supervisor is the effective hands-on supervision of the daily operations of the Freight Forwarding department.
- This role will support the Operations Manager with the management of people and processes to ensure that there is an outstanding and consistent level of customer service provided to a large client base.
- This individual will oversee daily operations of 10+ employees with the assignment and management of workflow and volumes.
- The Operations Supervisor will meet regularly with the Operations Manager
- The Operations Supervisor to assist with implementation of actions / processes to continually improve departmental performance allowing the department to reach established goals and objectives.
- This person will be required to carry a cell phone and utilize a laptop from home to accommodate the monitoring and handling of all after hours customer requirements.
- They will also be responsible for account cover during planned and unforeseen periods of employee absence.
- This individual will assist the Operations Manager with administration of all Human Resource related activities including but not limited to selection of new employees, termination of employees, disciplinary activity and annual performance reviews.
- The Operations Supervisor will adhere to all company and departmental policies, procedures and guidelines and ensure that staff adhere to the same.
- They will implement corrective action as necessary and effectively deal with any issues that arise.
- The successful candidate will ensure compliance with all shipping laws, rules and regulations and will strive to remain current on evolving industry issues and requirements.



Education:

- Ontario Secondary School Diploma
- Post-Secondary Education in Logistics or International Business Preferred

**If you are interested in applying for this position, please submit your cover letter and resume to:
Human Resources Department, Attention: Nicole Hawley
Email: job@hensallglobal.com**

Hensall Co-op is committed to employment equity and encourages the four designated groups to apply. Accommodation will be provided upon request.