



## **JOB OPPORTUNITY**

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**POSITION: Surface Transportation Coordinator LOCATION: Exeter**

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**Hensall Global is a leading logistics provider offering freight transportation services and logistics solutions to our global customer base.**

**We are looking for a Surface Transportation Coordinator to join our team.**

### **What we offer:**

- Full-time position.
- Competitive annual salary.
- Group benefits plan (health, dental, vision, massage, chiropractic, physiotherapy, etc.).
- Health care spending account.
- Pension plan matched by employer.
- Excellent vacation and paid time off.

### **Position Overview:**

The Surface Transportation Coordinator is the key contact person managing the customer's domestic and cross-border transportation requirements. They are responsible for providing professional and efficient customer service and ensuring a smooth delivery of the customer's cargo. They will facilitate the coordination of all parties including customers, shippers, carriers and receivers and ensure the most efficient delivery of cargo to final destination.

### **Job Duties and Responsibilities:**

- Facilitate the arrangement of all freight requests received from customers, shippers, carriers and receivers and ensure the most efficient delivery of cargo to final destination.
- Ensure accurate and timely processing of customer files.
- Work with the Commercial department to ensure customer sell rates and internal costing references are valid for the required shipping period.
- Book service mode that best accommodates the customer's shipping requirements.
- Prepare and forward service contracts to customers outlining schedule details and approved rating information.
- Prepare and forward shipping and loading instructions to nominated inland carriers to facilitate loading and transport.
- Prepare and gather regulatory documentation.
- Track orders for final delivery to the intended recipients.
- Approve, decline, or investigate additional service charge claims and service issues.
- Transfer files to the applicable Operations Associate for the completion of the freight invoicing and payables entry.



- Investigate invoice discrepancies and resolve as required.
- Understand and follow all Hensall Global Health and Safety and Environmental policies and procedures.
- All other duties as assigned.

**Required Qualifications:**

- High School Diploma or equivalent.
- Post-Secondary education in business, logistics or related program.
- Minimum 2 years of experience in domestic and cross-border transportation.
- Solid understanding of domestic and cross-border transportation. (truck, intermodal and rail)
- Exceptional interpersonal, verbal, and written communication skills, with a strong focus on customer service.
- Keen attention to detail and a high level of accuracy.
- Effective organizational skills.
- Ability to take initiative, multi-task, prioritize and manage time effectively.
- Proven ability to own and manage deliverables and deadlines.
- Strong analytical and problem-solving skills.
- A positive and professional attitude and willingness to work collaboratively with all team members and customers.
- Proficient computer skills, including Microsoft Office (Word, Excel, PowerPoint) and other standard business applications.

**If you are interested in applying for this position, please submit your cover letter and resume to:**

**Yolanda Levy Human Resources Manager**  
**[yolanda.levy@hensallglobal.com](mailto:yolanda.levy@hensallglobal.com)**

Hensall Global is committed to employment equity and encourages the four designated groups to apply.