



## JOB OPPORTUNITY

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**POSITION: Surface Transportation Coordinator**

**LOCATION: Hensall**

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Hensall Global is seeking a Surface Transportation Coordinator. The Surface Transportation Coordinator is the key contact person for a specified base of accounts. It is their job to manage all their customers domestic and cross-border transportation needs. The focus of the position is to facilitate the coordination of all parties including customers, shippers, vendors, and receivers to ensure the most efficient movement of product from origin to final destination. The Surface Transportation Coordinator must be able to handle a high-volume workload in a fast-paced environment. This is a full-time position.

### What Hensall Global has to offer:

- Competitive Annual Salary
- Group Benefits plan (dental, prescriptions, vision, massage, chiropractic, physiotherapy etc.)
- Pension Plan matched by Hensall

### Job Duties and Responsibilities:

- Daily management of customer files.
- Facilitate the arrangement of all freight requests received from customers.
- Work with the BD&M and Pricing departments to ensure customer sell rates and internal costing references are valid for the required shipping period.
- Book service mode that best accommodates customers' shipping requirements.
- Prepare and forward service contracts to customers outlining full booking detail and approved rating information.
- Prepare and forward shipping and loading instructions to nominated inland carriers to facilitate loading and transport.
- Prepare all required export and regulatory documentation including but not limited to Canada Customs declaration, US Customs declaration, and marine insurance certification.
- Track orders for final delivery to 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 with respect to pricing and resolve as required.
- Understand and follow all HC Health and Safety and Environmental policies and procedures.
- All other duties as assigned

### Job Requirements:

- Excellent verbal and written communication skills.
- Proficient in Microsoft Word/Excel/Outlook, with overall strong computer skills.
- Must be familiar with truck, intermodal and rail transport modes.
- Accuracy and attention to detail.
- Sound decision making qualities.
- Excellent time and deadline management skills.
- Organizational ability and problem-solving skills.
- Knowledge of domestic and cross-border terminology and concepts.
- Strong customer service and interpersonal skills.
- Ability to prioritize and multi-task.

### Qualifications:

- High School diploma is required.
- Post-Secondary education is required.
- Experience in the industry is an asset.



## **JOB OPPORTUNITY**

**Internal Application Deadline: Thursday, December 10, 2020**

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

**Email:** [job@hensallglobal.com](mailto:job@hensallglobal.com)  
Nicole Hawley  
Human Resources Manager

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