

Love going to work every day? We do. Interested in a career with a progressive fourth generation, family owned company with 100 years of experience?

Willson International is a fourth-generation organization offering Customs Brokerage and Third Party Logistics solutions to our client. We are dedicated to our people because the people we hire are the cornerstones of our success. Their ideas, commitment and connection to our customers are truly the essential elements in how we succeed.

If you have a passion for terrific customer service, work life balance and love to work in a team environment this could be the opportunity for you!

### **Director of Canadian Brokerage Operations – Mississauga, Ontario**

We are currently looking for a talented and motivated individual to join our exceptional operational team. As a Director of Canadian Brokerage Operations you play a key role in building and maintaining our brokerage team. You will be responsible for developing, directing and administering the activities of the Brokerage Operations Department. The primary objective is to support policies, goals, and objectives established by the Vice President, President and/or Leadership Team.

Primary location will be in Mississauga, Ontario; however, periodic travel to our other Canadian sites will be required (Fort Erie, Sarnia, Windsor, and Richmond, BC).

#### **Here is what it takes to be successful in this job:**

- Develops procedures and controls to promote communication and adequate information flow within the organization. Through Process Mapping (Process Management) develop, implement and track the use of systematic procedures in order to increase customer satisfaction and delivery and to ensure consistency between all business units.
- Ensure operational excellence and productivity in the delivery of products and services; ensuring consistent quality service is delivered to all customers.
- Ensures compliance with Operating regulations in Canada.
- Reviews and evaluates operational service processes and policies in order to prepare recommendations to support business objectives. Reviews and analyses activities, costs, operations, and forecast data to determine department progress toward stated goals and objectives.
- Participates in formulating and administering company policies and developing long-range strategy and objectives.
- Participates in the design of hardware and software systems to assist in the smooth and efficient flow of information.
- Drives throughput efficiencies through resource management as well as technological advancements.
- Assists in managing the organization's current activities and its projected growth.
- Establishes operating policies consistent with the Vice President and/or Leaderships policies and objectives and ensures their execution.
- Evaluates the results of overall operations regularly and systematically and reports these results to the Vice President and/or Leadership.
- Ensures that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood.
- Works with key customers and suppliers as required for dispute resolution, client satisfaction and efficiency initiatives.
- Resolves conflicts and facilitates changes in operations to ensure objective fulfillment and swift response to customer problems and opportunities.
- Provides strong leadership, mentoring, coaching, counseling and development to direct team members and other staff members as required.

- Manages branch operating functions with responsibility for supervising direct reports, including making and implementing decisions regarding hiring, terminations, performance management and compensation.
- Reviews the daily activities and reports vs. objectives and standards and takes steps to ensure appropriate measures are taken to correct unsatisfactory results

**These are the standards we look for:**

- College and or University Degree in Business Administration and or equivalent are required.
- Minimum ten (10) years direct experience in customs brokerage.
- Minimum ten (10) years in a Managerial role where performance management, coaching and mentoring has been exemplified.
- CCS, CTCS or Professional Designation is preferred.
- Background and interest in technology supporting and finding efficiency gains in throughput.
- Strong evidence of budget and strategic planning at an executive level.
- Self-disciplined with excellent organizational and time management skills. Able to work independently and or part of a team.
- Strong communication skills – verbal and written is required
- Project Planning, Problem solving, accuracy, attention to detail and analytical ability is required
- Working knowledge of MS Office Suite of products

**These are the values that are important to us:**

We believe in Constant Improvement, Urgency and Purpose, Courage, Community Involvement and Family First. We look for people that are adaptable, enthusiastic, self-motivated, passionate, creative and team-oriented.

**Here are ways we support you:**

At Willson, family is first, and we recognize, support and respect each employee's responsibility to his/her family. In our continued efforts to help our employees we offer:

- Competitive Total Compensation Plan
- Medical, Dental & Supplementary Health coverage
- Company paid sick and personal days
- Company matching GRRSP
- Paid Continuing Education Courses

If you think you are a fit for this type of opportunity, please submit your cover letter and resume to [careers@willsonintl.com](mailto:careers@willsonintl.com) We would love to hear from you. Please come and learn more about us at [www.willsonintl.com](http://www.willsonintl.com)

**Willson International is an equal opportunity employer. Accommodations for disabilities will be provided to support participation in all aspects of the recruitment process.**