



Willson International Limited  
2345 Argenta Road, Suite 201  
Mississauga, ON L5N 8K4  
[willsonintl.com](http://willsonintl.com)

Love going to work everyday? We do! Join our growing team of International Border Specialists!

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!

### **Client Relationship Specialist – Mississauga, Ontario**

As a Client Relationship Specialist, you play a key and valued role in establishing, maintaining, and enhancing the client relationship.

#### **Here are some of the activities you will be expected to perform:**

- Building and maintaining relationships with clients via telephone, email and client visits
- Expand relationship within client at multiple levels to include key decision makers (exec., IT., Finance, transportation, etc.)
- Conducting business reviews to ensure clients are satisfied with their products and services. Identify and present areas for potential improvement.
- Uncover additional sources of revenue from assigned clients including logistics, CDN/US brokerage consulting.
- Identify business opportunities in related companies and pass leads to appropriate sales team
- Alerting the sales team to opportunities for further sales within key clients.
- Advise customers regarding other company products including software
- Achieving client relationship targets and KPI's as set by VP Sales
- Escalating and resolving areas of concern as raised by clients and liaise with operations and regulatory to resolve.
- Carrying out client satisfaction surveys and client reviews.
- Monitoring company monthly performance against service level agreements and flag potential issues.
- Updating the CRM and ensuring account managers are aware of changes within clients.
- Passing leads to the sales team and following up on progress.
- Other duties as assigned.

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

- College and or University Degree in Business Administration
- 5 years account management experience within a customer service/sales role.
- Customs brokerage experience is a definite asset.
- CCS certification is an asset.
- Self-disciplined with excellent organizational and time management skills.
- Strong communication skills - English verbal and written is required.
- Satisfactory criminal check clearance and business references are required.

#### **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.

#### **This is the company culture we are fostering:**

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:

- Medical, Dental & Supplementary Health coverage
- Maternity top-up and paid time off for new Fathers
- Company paid emergency leave days
- Company matching Group RRSP
- Paid Continuing Education Courses

If you think you are a fit for this type of opportunity, please apply by sending your 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.**