



Willson International Limited
2345 Argenta Road, Suite 201
Mississauga, ON L5N 8K4
willsonintl.com

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!

Manager, Niagara Brokerage Operations – Fort Erie, Ontario

We are currently looking for a talented and motivated individual to join our exceptional operational team. As a Manager you play a key and valued role in building and maintaining our brokerage operations. You will manage the day to day functions of the Fort Erie - National Account Centre branch location.

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

- Direct supervision of 50 branch staff; consisting of Import Analysts, Confirmers and administrative staff.
- Direct and oversee the administrative functions related to the management of staff: Time/Attendance, Performance Reviews, Train and Develop, Discipline, Coach and Mentor.
- Ensure that the Team Performance Goals are achieved, communicated, monthly results are identified, and actions are taken for those that are below standards.
- Ensure compliance with all Government regulations relating to the importation of goods is met; identify any defects in policy and procedure which may affect compliance, offer methods for compliance
- Ensure compliance with all company policies and procedure are met; identify any defects in policies and procedures which may affect the quality of product and offer methods for improvement.
- Review processes within the branch to ensure maximum efficiency and to realize the largest possible margins on profits.
- Make suggestions for new processes that will enhance branch operations.
- Implement local written procedures that address port specific practices.
- Ensure the high quality of our service is maintained; identify barriers to providing service. Provide suggestions on how to remove those barriers and improve service.
- Identify staffing requirements based on volumes and service levels
- All other duties as assigned

These are the standards we look for:

- High School Diploma is required. College and or University Degree in Business would be preferred.
- Minimum Fifteen (15) years direct experience in customs brokerage environment.
- Minimum Ten (10) years in a Managerial role. Specifically, leading a team, goal setting, handling conflict, time demands and customer service issues
- CCS designation is a must
- Skilled experience in the ability to effect release and entry with Customs, knowledge of other government programs related to importations, knowledge of how to prepare amends.
- Working knowledge of MS Office Suite of products.
- Strong communication skills – verbal and written is required
- Problem solving, accuracy, attention to detail and analytical ability is 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.

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 apply by sending your resume and cover letter to careers@willsonintl.com We would love to hear from you. Please come and learn more about us at 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.