

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!

Customer Service Representative – Mississauga, ON

The **Customer Service Representative** is tasked with establishing, maintaining, and enhancing the relationship between the company and external clients. They interact with many different members of the client's team to organize and execute plans that ensure mutual profit.

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

- Building and maintaining relationships with clients and key personnel within customer companies via telephone and email.
- 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.
- Prepare quotations and client presentations.
- Liaise with vendors.
- Uncover additional sources of revenue from assigned clients including past logistics, CDN/US brokerage consulting.
- Letting customers know about other products the company offers including software
- Achieving client relationship targets and KPI's as set by VP Logistics
- Escalating and resolving areas of concern as raised by clients and liaise with operations, regulatory to resolve.
- Carrying out client satisfaction surveys and client reviews.
- Monitoring company monthly performance against service level agreements and flagging 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 preferred.
- Strong prospecting skills and negotiating/closing skills is a required
- CRM – Sales Force experience is a definite asset
- Transportation experience an asset
- Working knowledge of MS Office Suite of products – Word, Excel, PowerPoint
- 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.

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. 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.