



Dispatch Order Taker (Contract)

Hours: 9:00 a.m. to 5:00 p.m.
Concord, Ontario

WHO WE ARE

Ground Transportation Solutions, within the Calyx Group of companies, offers LTL and TL services with a network of terminals across Canada to meet customer needs. With a mix of intermodal and road-based services we can help customers optimize their cost, service and geographical challenges.

ABOUT THE ROLE

A member of our Dispatch group, the Dispatch Order Taker serves as a primary customer contact for pick-ups and deliveries – doing what needs to be done to keep the freight moving.

RESPONSIBILITIES

- Receives customer's calls and/or faxes and enters details of orders into the system;
- Calls customers to confirm details for pick-ups at their location;
- Assists Sales group with coordinating the details of special customer pick-ups; and,
- Serves as first level customer service contact on shipper pickups and liaises with sales staff on pickup issues.

WHAT YOU'LL NEED TO SUCCEED

- Advanced relationship management, problem solving and negotiation skills;
- An ability to achieve a high level of accuracy in the processing and entry of customer pickup information;
- Highly developed time management and organizational skills;
- Demonstrated technical proficiency with basic desktop applications; and,
- One to three years of previous industry experience.

APPLICATIONS

Those interested in being considered for this role are invited to forward their resume and cover letter by the close of **February 10th, 2012** to:

careers@calyxinc.com

This opportunity is open to internal and external candidates.



Group of
Companies



EUROWORLD

