

**WE DELIVER FULFILLMENT**

Go Direct is a Third-Party Logistics (3PL) company with locations in Mississauga ON, Calgary AB, and Columbus Ohio. We’re a fast-growing, team- focused company that’s seeking new talent to join us on our exciting journey.

We are committed to exceeding our customer expectations by identifying and developing opportunities that enhance our customer’s supply chain strategies. Through experienced leadership, creative innovation, and state-of-the-art technology, we are committed to continuous operational improvement. Our business philosophy is based entirely on delivering the highest standards of quality service in the most efficient manner possible. We believe every order, every client, every customer, and every employee of Go Direct deserves fulfillment.

We are dedicated to helping our clients succeed. From our front-line team members on our service desk to our innovative engineering team, we are constantly working to support our customers’ growth. We’re always looking for great people, so if you’re dedicated to your craft and thrive in a dynamic environment, join our Go Direct team.

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**ROLE: Returns Clerk – Mississauga, ON**

## **Position Overview**

Returns Clerk should be hard working, self-motivated and reliable with the ability to lift heavy objects. In addition, the candidate should have a safety conscious attitude and excellent communication skills. This includes ensuring consistently meets service, quality, productivity, and health & safety targets. The Returns Clerk is responsible for the accurately inspecting and logging all returns in a safe and efficient manner.

## **What You Will Be Doing**

* Inspects, approves or rejects returned material, based on the client returns procedures and effectively communicates actions to Client Services and Manager
* Inspects and verifies carton, counts and pallet counts against packing slips or other documents for accuracy
* Process and maintain returns data through databases, spreadsheets, updates system information
* Updates system information to notify Client Services and Manager accordingly
* Forwards accepted material to the warehouse together with paperwork for return to stock
* Process rejected materials based on the client disposition procedures
* Complete stock transfers and consolidate locations as required
* Maintains safe and clean production area by securing and transporting pallets and parcels to designated areas, ensuring that the emergency egress is always clear
* Process returns orders in shipping system – TMS/WMS
* Complies with Ontario Occupational Health & Safety Act following standards, rules, and procedures. Reporting potential hazards and unsafe work conditions
* Complies with Go Direct’s Quality Program and Good Manufacturing practices/policy.

## **About You**

* Highly organized with a keen attention to detail
* Physical requirements include the ability to stand and walk for extended periods of time, frequently reach with hands and arms, twist, bend frequently, stoop, squat, lift and carry up to 30 lbs. (13.6 kg) on a continual basis
* Knowledge of Occupational Health & Safety and WHMIS
* Excellent computer skills are required to work with forms and invoices and to create shipping labels
* Excellent organizational, decision making and communication skills (both verbal and written in the English language) and ability to meet deadlines in a fast-paced work environment
* Strong attention to detail
* Must be able to work in a team, following a continuous improvement culture to meet the company’s objectives

## **What We Offer**

* A culture that is both rich and diverse, focused on onboarding great talent
* A collaborative environment built on a foundation of Teamwork
* A coach committed to supporting the achievement of your personal career goals
* Health Care Benefits & Rewards Programs
* Competitive Compensation Program
* A culture that promotes a healthy, fulfilling work/life balance while offering long-term career opportunities

## **Equal Opportunity Employer**

Go Direct is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

## **COVID-19 Precautions and Considerations**

* In line with Health recommendations and risk assessments
* Remote interview process available
* In-person interview process available
* Personal protective equipment provided or required
* Social distancing guidelines in place
* Virtual meetings
* Sanitizing, disinfecting, or cleaning procedures in place

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To apply to this job, please submit your resume and a cover letter to careers@godirectsolutions.com Please ensure the job title you are applying for is in the subject line.

Thank you for your interest in working with us at Go Direct. If you application meets the criteria we will be in touch