



## 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: Customer Service Representative

#### Position Overview

The Customer Service Representative are responsible for providing exceptional customer service to clients and managing all day-to-day operational tasks. Whether it is answering customers' questions, assisting with transactions, or proactively looking for further business opportunities with our clients, you will be the first line of support for them and their customers. This team's primary focus is on assisting our clients with day-to-day operational tasks and continuously looking for organic growth opportunities, so we are interested in hiring individuals with a commitment to customer satisfaction and an ability to listen, think critically and make recommendations on process improvements and business growth opportunities.

#### What You Will Be Doing

- Serve as client's day-to-day contact for order processing, distributions, kitting, etc.
- Manage all required item and promo setups, product pages, banner changes, etc. for clients' individual websites in multiple systems (Shopify, NOP Commerce, middleware, WMS, etc.)
- Checking and managing orders daily in clients' managed sites (Shopify, NOP Commerce, etc.)
- Review daily order statuses in backend systems and partner with cross functional teams to ensure the timely processing and shipping of all orders
- Manage client specific inboxes and ensure a response is sent within SLA to all requests

- Serves as the central communication point for clients between internal cross functional departments
- Responsible for working with internal business partners to ensure distribution execution is completed on time and in a manner that satisfies contractual requirements and is executed with accuracy
- Partners with cross functional teams to ensure accurate order and kitting execution
- Troubleshoot and resolve potential client concerns. Escalate issues as appropriate to the proper level of management
- Use JIRA ticketing system for all required business processes
- Create and send out Action Logs weekly as required by account
- Ensures all billable work performed is accounted for by tracking in Easy Clock and all dockets are handed into Finance for processing in a timely fashion
- Works with department leadership to process ad hoc client requests as approved
- Function as backup to other team members and/or Account Manager as necessary
- Support client development and other key personnel to provide work insights for client business reviews or internal corporate reviews as required
- In conjunction with the Account Manager, present Business Review updates to clients and internal leadership as required
- Responsible for knowing and maintaining client KPI's and reviewing scorecards with internal and external client leadership
- Maintain all corporate Quality Assurance standards, policies, and procedures
- Provide input on process improvement opportunities such as improved efficiencies between cross functional teams, better communication practices, etc.
- Work in accordance with all Health and Safety policies and procedures and maintain a safe work environment

## About You

- Post-Secondary education or equivalent work experience required
- 3-5 years of customer service experience in Supply Chain, Sales, or Operations
- Strong customer service orientation and demonstrated superior customer service skills
- Excellent Communication Skills: ability to communicate information and clarify requirements both orally and in writing clearly and effectively
- Consistently projects a professional presence and appearance
- Work with a sense of urgency by demonstrating the ability to shift priorities to accomplish objectives
- Ability to work in a fast-paced, multi-client environment with ability to apply various client-specific business processes to individual service request situations
- Must be highly organized and able to effectively manage multiple tasks concurrently
- Effectively manage time to keep commitments to both internal and external clients
- Strong attention to detail and problem resolution skills
- Strong interpersonal skills including the ability to work well with others and contribute towards a positive team-oriented environment
- Must possess intermediate skills of Microsoft Office Suite (Word, Excel, PowerPoint, Visio, and Outlook)
- Ability to navigate between multiple systems.
- Learns quickly and is motivated to apply new knowledge
- Ability to work independently with minimal supervision
- Eligible to work in the United States.

- Occasional travel (domestic and international) required
- Reliable transportation

### 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](mailto: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 your application meets the criteria we will be in touch