



Operations Administrative Assistant

Location: Portland, OR

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Western Canada and the United States. Headquartered on Annacis Island, Delta, BC, we have 14 locations and 240+ employees. TransCold provides exclusive access to the most recognized and popular brands in the world with industry best product variety and customer service. We deliver to Major Grocery, Drug, Gas & Convenience, chain retailers and independent retailers across Western North American markets through Direct to Store Delivery (DSD), and Warehouse Fulfillment, and provide services for mobile vendors, corporate events, and third-party logistics (3PL) customers.

We are seeking for a full time, Operations Administrative Assistant to join our team in Portland, OR!

- Acts as first point-of-contact with walk-in customers and visitors ensuring positive interactions greeting and assisting all visitors at Front Desk.
- Effectively communicates with the Operations and Inside Sales Team.
- Provides local customer support to Route Sales Drivers regarding product codes, product information, routing and managing documents on Pronto forms.
- Provides efficient customer service to mobile vending customers and escalates calls to appropriate channels ensuring customer satisfaction.
- Completes Daily Activity Reports (DARS). This includes:
 - Accuracy of bank deposits
 - Balancing of monies received (i.e., money orders, checks, and On Acct)
 - Reconcile sales/invoices to bank deposits.
 - Daily reporting to Finance via email
 - Prepares 7-eleven reconciliations, buybacks, and adjustments daily.
- Responsible for bank runs — cash deposit.
- Helps local operations team coordinate and complete data entry for truck inventories.
- Communicates/confirms equipment movements (Freezer delivery schedule) to customers, sales, and operations teams in a timely manner.
- Prints out weekly route sheets.
- Updates PAR levels
- Route changes – sequencing
- Ensures company-wide announcements are posted on site.
- Regular working hours are from Monday thru Friday from 8:00am to 4:30pm
- Back-up to local operations and sales support
- Performs other tasks within the scope of the role as assigned.

Key Qualifications & Requirements

- Post-secondary education or equivalent
- Strong organizational and time management skills

- Minimum 3 years' relevant experience as Operations Coordinator/Office Administrator
- Strong computer skills; intermediate to advanced Excel skills.
- Ability to exert sound judgement, discretion and preserve confidentiality.
- Demonstrated ability to work independently under pressure, managing resources and several projects simultaneously with minimal supervision.
- Thorough and systematic approach to tasks
- Results-orientated and able to work independently and as part of a team.
- Composed demeanor in high pressure situations

Our Staff Enjoys the Following Benefits

- Competitive Wage
- Generous Health Benefits: Medical, Dental, and Vision coverage after 60 days of employment
- 401(k) Contribution – Employer Matching Program after 6 months of employment
- Disability and Life Insurance
- Paid Time Off and Holidays
- Career Advancement Opportunities
- Weekends Off

Interested?

To be considered for the above opportunity, please send an up-to-date resume through Indeed.

To learn more about us, please visit us at www.transcold.com