

Inside Sales/Customer Service Manager (Temporary Coverage)

Location: Delta, BC

About Us

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Canada and Western United States. Since 2002, we have provided exclusive access to the most recognized ice cream brands in the world with industry best product variety and customer service.

TransCold delivers to Major Grocery, Drug, Gas & Convenience and Independent Retailers through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provides services for mobile vendors, corporate events, and third-party logistics (3PL) customers. With 14 locations and 240+ employees, TransCold has the logistical reach to supply all regions across Canada and Western USA with a customer first attitude.

The Role

We are looking for a highly skilled and experienced Inside Sales/Customer Service Manager to join our Sales team on a temporary basis. This position is crucial in providing leadership continuity during a medical leave and ensuring seamless operation of our Inside Sales/Customer Service department especially leading up to our busy season. The duration will be 3-6 months initially and with a potential for further extension. The appointee will have the opportunity to lead a dynamic team and make a difference and a potential for permanent employment based on performance. Reporting to the Senior Sales Manager, the successful candidate will have the following duties and responsibilities:

- Oversees and manages the Inside Sales/Customer Service team to ensure exceptional service delivery.
- Plans and directs outbound customer calls to maximize labour efficiency and selling capacity.
- Monitors selling activities to ensure customer service and revenue targets are met.
- Leads the Inside Sales Team in maximizing sales by promoting the full TCD portfolio upon every call.
- Responsible for customer service escalation calls.
- Ensures effective management of the orderdesk@transcold.com email queue and Call queue ensuring that customer inquiries are responded to in a timely manner.
- Develops and implements customer service standards and monitors team and individual
- Coaches inside sales/customer service personnel in handling complex issues or problems so they can be resolved effectively and efficiently. Provide guidance on how to escalate complaints/issues to appropriate personnel.
- Resolves customer complaints and answer customers' questions regarding company/customer service policies and procedures.
- Assists Outside Sales Team with order status questions, product enquiries, and order support.

- Provides exceptional leadership to Inside Sales/Customer Service team. Supervises, motivates, and coaches agents to not only achieve but surpass team goals.

Required Skills & Qualifications

- Completion of secondary education at the minimum
- 3-5 years' experience as Inside Sales or Customer Service Supervisor/Team Leader
- Well developed customer service/inside sales knowledge with excellent leadership and communication skills
- Understanding of Direct to Store Delivery (DSD) business.
- Demonstrated success in managing Inside Sales/Customer Service teams.
- Excellent analytical, problem solving and conflict management skills.
- Proficient in using Microsoft Excel, Word and Outlook and other applicable computer software.
- Effective verbal and written communication skills
- Strong ownership and accountability to results.
- Exceptional work ethic and positive team attitude
- Familiarity with Sales/Customer Relationship Management systems

Benefits Offered

- Comprehensive Health Care Plan including extended health benefits, drug coverage, dental and vision care
- Life insurance, long-term disability, and accidental death & dismemberment insurance
- RRSP matching contribution program
- Paid time off benefits including- vacation, sick, birthday and citizenship leave
- Employee Assistance Program (EAP)
- Tuition Reimbursement
- Career Advancement Opportunities

As a member of the TransCold team, you can expect

- A great group of team members to work with!
- A dynamic, fast-paced work environment and a company that truly cares about its employees
- Opportunities for career development so you can grow with us

To Apply

To be considered for the above opportunity, we invite you to send an up-to-date resume via Indeed. To learn more, visit our website at: www.transcold.com
