

## **Transportation Coordinator/Dispatcher**

Location: Surrey, 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.

We are seeking a full-time permanent Transportation Coordinator/Dispatcher to join our Operations team. This role is perfect for an organized coordinator who also enjoys the active, hands-on work of driving. You will be the central nervous system of our delivery operations, planning routes and actively working with Drivers from the dispatch office to ensure customer deliveries are carried out in a timely manner and according to established procedures. Reporting to the Delivery Operations Manager, the appointee will be responsible for the following:

### **Duties & Responsibilities**

- Actively work with the Delivery Operations Manager and plan 24 hours ahead at all times to ensure that the Operations/Delivery Team is always prepared and ready for the day.
- Prepare Driver work schedules to ensure that sufficient personnel are available for the company's delivery commitments.
- Route and manage any 3PL delivery and pickup requirements.
- Plan and optimize daily delivery routes for efficiency and timeliness using Descartes routing software and E3PL WMS.
- Dispatch drivers, communicate schedule changes, and provide clear directions.
- Collecting and adding data to Descartes routing software to improve route optimization.
- Track fleet movements in real-time using routing and GPS systems.
- Serve as the main point of contact for Drivers, providing support and resolving issues on the road.
- Maintain accurate logs of hours of service (HOS), delivery documentation, and pre and post inspection reports.
- Manage the TransCold yard to ensure security, food safety and OH&S requirements are met.
- Booking appointments for 3PL customer deliveries, barge and pallet pickups as required.
- Coordinate with the warehouse team to ensure trucks are loaded correctly and on schedule.

- As needed, operate the company delivery vehicle safely and professionally to deliver frozen food products.
- Data collection for Delivery KPI metrics.

### **Required Skills & Experience**

- 3-5 years' experience as a dispatcher, transportation coordinator, or in a similar logistics role. Experience in food distribution (especially frozen) is a huge plus.
- Tech-savvy with experience in routing software, WMS, GPS tracking, and Microsoft Office. Experience with Descartes a plus.
- A valid Class 5 driver's license with air brake endorsement and a clean driving record.
- Ability to lift up to 50 lbs and work in a cold/freezer environment for loading/unloading.
- Exceptional communication and problem-solving skills under pressure.
- Highly organized with an unwavering attention to detail.
- Growth oriented or experience in a high growth environment.
- A team player with a "can-do" attitude and a strong sense of responsibility.

### **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
- To be a vital part of a growing company where your contribution is seen and valued every day.

### **Benefits Offered**

- Comprehensive Extended Health Care Plan including dental, vision care benefits.
- AD&D, Long-term Disability, and life insurance
- Employee Assistance Program (EAP)
- RRSP matching contribution program
- Paid time off (birthday leave, vacation leave, sick leave, bereavement leave, citizenship leave)
- Educational assistance

### **To Apply**

To be considered for the above opportunity, we invite you to send an up-to-date resume via Indeed. To learn more about us, visit [www.transcold.com](http://www.transcold.com)

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