

## Inside Sales/Customer Service Representative

Location: Surrey, BC

**Vacancy:** 1 permanent full-time position  
**Location:** Scott Road, Surrey  
**Expected Start Date:** February 2, 2026  
**Work Schedule:** Monday to Friday 8:00 am to 4:30 pm

### 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.

This role is ideal for someone who is looking to build upon their inside sales/customer service experience in a fast-paced, high volume call center environment. Reporting to the Inside Sales & Customer Service Manager, the appointee will be responsible for the following:

### Key duties and responsibilities include

- Provide First Class service to all customers.
- Handle all customer service inquiries in a friendly and efficient manner.
- Process customer orders.
- Conduct customer calls to sell assigned products and programs to existing customers.
- Maximize sales by promoting the full product line-up on every phone call.
- Effectively communicate with Outside Sales Reps to help manage the current customer base.

### Required Skills & Experience

- Completion of secondary education at the minimum
- 1-3 years of relevant work experience as an Inside Sales or Customer Service Rep
- Experience in a fast-paced high-volume outbound sales environment
- Strong customer service orientation

- Excellent verbal and written communication skills – clear, persuasive, and empathetic
- Familiarity with Sales/Customer Relationship Management (CRM) systems; experience using SAP Business One an asset
- Proficient with Excel and MicroSoft Office365 applications.
- Exceptional work ethic and positive team attitude

### Compensation

\$45,000 per year

### Benefits & Perks

- Comprehensive Extended Health Care Plan including medical, dental, and vision care benefits.
- AD&D, Long-term Disability, and Life Insurance
- RRSP matching contribution program
- Paid time off (birthday leave, vacation leave, sick leave, bereavement leave, and citizenship leave)
- Employee Assistance Program
- Educational Assistance
- Free parking
- 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.
- Monday to Friday work with weekends off

### To Apply

**If you are excited to use your customer service skills, drive sales and build lasting customer relationships, we want to hear from you!** To be considered for the above opportunity, we invite you to send a cover letter and an up-to-date resume to [cooljobs@transcold.com](mailto:cooljobs@transcold.com).

Interviews are taking place very soon!!! To learn more about us, visit [www.transcold.com](http://www.transcold.com).

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