



Inside Sales/Customer Service Representative

Location: Surrey, BC

About Us

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Canada and the Pacific Northwest of the United States. Since 2002, we have provided exclusive access to the most recognized ice cream and frozen food brands in the world with an industry-best product portfolio 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 12 locations and 200+ employees, TransCold has the logistical reach to supply all regions across Canada and the PNW with a customer-first attitude.

Due to an internal promotion, we are looking for a permanent full-time Inside Sales & Customer Service Representative to join our growing team!

If you thrive on the energy of a busy call center and have a drive to meet—and exceed—sales goals, this is the perfect role to take your career to the next level. You won't just be answering phones; you'll be building relationships, upselling our market leading ice cream and frozen food products, and becoming a vital part of a team that genuinely supports one another. We are looking for a competitive, friendly, and motivated individual who is ready to make an immediate impact.

What You'll Do

- Deliver Efficient Service: Be the trusted voice our customers know, handling a high volume of inbound inquiries, order entry, and problem-solving with accuracy and professionalism.
- Drive Sales Growth: Proactively promote our full product line-up on every call. Identify upsell and cross-sell opportunities to maximize order values.
- Proactive Outbound Calls: Reach out to existing customers to introduce new programs, seasonal items, and ensure they are leveraging our full product selection.
- Team Collaboration: Work closely with our Outside Sales Representatives to ensure our customers feel supported from order to delivery.

What You Bring to the Table

- Experience: 1–3 years of relevant experience in Inside Sales or high-volume Customer Service.
- Resilience: Ability to handle a fast-paced, high-call-volume environment while maintaining a positive attitude.

- A Hunter Mindset: You aren't afraid to ask for the sale and enjoy the challenge of hitting targets.
- Tech Savviness: Proficiency in Microsoft Office (Excel, Word, Outlook) and experience with CRM & ERP systems (ideally SAP Business One) is a strong asset.
- Communication: Excellent verbal and written communication skills; you can build rapport quickly over the phone.
- Education: High School Diploma (minimum).

What's in it for You?

We believe in rewarding hard work and creating a workplace where people love to come to work. Here's what we offer:

- Competitive Compensation: \$45,000 base salary per year (with opportunities for growth).
- Exciting Products & High Energy Environment: Represent market leading ice cream brands and frozen food products while thriving in a fast-paced, high-volume North American call center.
- Health & Wellness: Extended Health Care (Dental, Vision, Prescriptions), AD&D, Long-term Disability, and Life Insurance.
- Financial Security: RRSP matching contribution program.
- Work-Life Balance: Paid time off including Vacation, Sick Leave, Bereavement Leave, Citizenship Leave and even a day off for your Birthday!
- Schedule: Monday to Friday—weekends off so you can recharge.
- Great Culture: Join a dynamic, fast-paced environment alongside a fantastic group of team members who support each other.
- Growth Opportunities: We love to promote from within—this position opened up due to an internal promotion, proving we invest in our people!

How to Apply

Interested? We want to hear from you! Please send your cover letter and an up-to-date resume to cooljobs@transcold.com . Interviews are taking place immediately—don't wait to apply!
