

Customer Service Supervisor

Job Summary

The **Customer Service Supervisor** is responsible for leading and supporting the customer service team to ensure high-quality service delivery and customer satisfaction within a transportation environment. This role oversees day-to-day operations, resolves complex customer issues, and ensures that all inquiries and service requests are handled efficiently and professionally. The supervisor collaborates closely with operations, dispatch, and sales teams to maintain service standards, optimize processes, and uphold company policies. A strong focus on leadership, communication, and continuous improvement is key to success in this position.

Essential Duties and Responsibilities:

- Supervise and coach customer service representatives to meet performance and service goals.
- Monitor customer interactions to ensure prompt, courteous, and effective communication.
- Act as an escalation point for complex service issues or complaints.
- Coordinate with internal departments (dispatch, warehousing, billing) to resolve service concerns.
- Analyze trends and customer feedback to identify improvement opportunities.
- Ensure adherence to company policies, industry regulations, and service standards.
- Provide ongoing training and support to enhance team capabilities.
- Prepare and present performance reports and KPIs to management.
- Respond to email or phone call correspondence timely
- Other projects as assigned by Manager/Director
- Improve or enhance the Customer's experience

Qualifications

Essential Competencies:

- Excellent time management skills with the ability to multitask and meet deadlines.
- Self-motivated with analytical decision-making skills.
- Ability to self-direct and meet deadlines.
- Ability to work and communicate effectively with multiple groups inside the organization.
- Ability to analyze situations, identify problems or conflicts, and negotiate win-win scenarios.
- Transportation industry knowledge, including but not limited to, dispatch, dock operations, and equipment utilization considered an asset.

Technical Skills

- Computer literacy and a strong understanding of Microsoft Office are required.
- Experience and understanding of the Truck Mate system are considered an asset.

Working Conditions:

- Fast-paced environment.
- A high volume of communication, including via email and phone.
- This position is based in-office and requires regular on-site presence.

Qualifications

- Minimum five (2) years' experience in the transportation and logistics industry or a related field, or a combination of relevant work experience and education. For example, CITT Supply Chain and Logistics Certification, or other relevant college degree or industry certification.
- Knowledge of the road transportation industry, including Atlantic Canadian geography and travel times, is considered an asset.