

Position Overview

Bring your energy and organizational skills to a fast-paced environment where every day makes a difference! As an **Office Clerk**, you'll be the go-to person who keeps our terminal running smoothly. From supporting dispatch operations to ensuring accurate data flow and clear communication, you'll play a key role in delivering exceptional service to our customers and helping our drivers stay on the move. If you thrive in a dynamic setting and enjoy keeping things running seamlessly behind the scenes—this role is for you.

What You'll Do

- Enter data quickly and accurately to keep operations moving
- Efficiently check drivers in and out
- Maintain undelivered reports and complete daily coding
- Ensure POD (Proof of Delivery) compliance
- Prepare and distribute On-Time Delivery reports
- Respond promptly to customer tracing requests
- Support OS&D (Over, Short & Damaged) investigations, including dock checks
- Manage Hold for Pickup items
- Process miscellaneous AR transactions and handle cash collections
- Prepare deposits and process credit card payments
- Scan and organize paperwork (BOLs, PODs, etc.)
- Maintain and clean up the pickup screen
- Provide general dispatch support
- Order office supplies as needed
- Participate in team calls and meetings
- Coordinate timely pickups and deliveries using dispatch tools
- Communicate expectations clearly to drivers
- Verify truck manifests before departure
- Respond quickly and professionally to emails and calls
- Work closely with Dispatch, Dock, Drivers, and other teams to meet customer needs
- Escalate issues to the Terminal Manager or Supervisor as needed
- Support additional tasks and projects as required

What You Bring

- Excellent time-management and organizational skills
- Ability to juggle multiple priorities in a fast-moving environment
- Self-starter with a proactive, solution-driven approach
- Friendly, positive, and team-oriented attitude
- Conflict resolution and negotiation skills
- Open to feedback and continuous improvement
- Strong problem-solving abilities and sound judgment
- Clear, professional communication skills
- Flexibility and adaptability
- Reliable and professional presence

Education & Experience

Experience in transportation or logistics is an asset

CITT or other industry-related credentials are a plus

Familiarity with TMW Systems is an advantage

Strong skills in Microsoft Word & Excel

Fast and accurate typing and data entry skills

Ready to be a key player in keeping freight moving and customers happy?

Apply today and join a team that values your drive, attention to detail, and commitment to excellence!