



CDS TRANSLOAD
CDS COLD STORAGE
CDS CUSTOMS SERVICES LTD
CANADIAN DRY STORAGE LTD
CANADIAN DISTRIBUTION SERVICES LTD

Inventory & Customer Support Coordinator – Richmond, BC

Monday to Friday – 12:00pm to 8:30pm

Pay Range: \$20 – \$24 / Hour

Posted: October 15, 2025

About Us:

CDS Group of Companies is the single contact for National and International clients looking for efficient and cost-effective supply-chain solutions for the Canadian market.

Specializing in Ambient, Refrigerated, and Frozen supply chain food and beverage services, we strive to offer exceptional customer service to our clients, while promoting opportunity, and a team-first environment for our team. Our services include multi-temperature warehousing, distribution, freight and transportation management, pick and pack fulfilment, cross-docking and transloading. A true "one-stop shop" operation, we can handle products from grocery to consumer goods for any company looking to improve their supply chain throughout Canada and from Canada to cross-border and international markets.

About the Role:

Members of the Inventory & Customer Support team are team-oriented and passionate about customer service. They are responsible for supporting all internal and external customers with the primary objective to foster customer loyalty and partnerships by providing high-quality interactions and business solutions. Team members are outgoing and friendly, take an analytical approach to work, thrive under pressure, and maintain focus in a fast-paced environment.

What You'll Do:

- Serve as a relationship owner and primary contact for all customer communications.
- Maintain good working relationship with customers, handling inquiries promptly, courteously, and effectively.
- Process and input customer orders in Warehouse Management System (WMS).
- Maintain inventory accuracy in the system daily.
- Maintain current knowledge of product and services.
- Evaluate and respond quickly to customers' requests.
- Proactively work with internal operations teams to ensure customers are kept up to date on order status.
- Ensure accuracy in terms of client information.
- Provide product and service reports by collecting and analyzing customer information.

Who You Are:

- Available to work flexible working hours when required to cover for sick calls and vacation.
- Flexible to travel between warehouses.
- Well-organized, detail and customer-oriented self-starter, with 2+ years of customer service experience.
- Able to multi-task and prioritize tasks.
- Experienced in multi-temperature warehousing or food distribution is an asset.
- Experience in using WMS (Warehouse Management System) is an asset.
- Have an excellent command of business English, both oral and written.

- Possess the analytical ability to research problem areas and special requests.
- Can exercise sound judgment, work well independently, prioritize duties, follow through tasks to completion.
- Possess intermediate knowledge of Microsoft Office suite of products.
- Possess post secondary education in related field or equivalent combination of skills and experience is an asset.
- Able to pass criminal background check.

How to Apply: Interested applicants should submit their resume to hr@cdsltd.ca. No agencies please. Internal applications are welcome! You must be employed for at least 6 months to be eligible to apply.