

Claims and Compliance Coordinator (On-Site) – Richmond, BC

Monday to Friday – 9:00am to 5:30pm
Pay Range: \$52K - \$60K

Posted: January 8, 2026

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 Team:

The Finance team is committed to ensuring the finances of the company run smoothly and that we maintain healthy relationships with our vendors. Dedicated to finding the best technology solution for our needs today and into the future, this team welcomes ideas! We believe in focusing to get the job done, while fostering a fun team atmosphere.

What You'll Do:

Claims Management

- Intake, review, and process freight and warehouse claims.
- Validate claim eligibility and gather supporting evidence.
- File claims with carriers and assist in negotiating settlements to optimize financial outcomes.
- Track claim aging, escalations, and recoveries; maintain a clear audit trail in Transport Management Systems (TMS), Warehouse Management Systems (WMS), and internal claim systems.

Certificates Management

- Manage Certificates of Insurance (COIs), Workers' Compensation Board (WCB) clearance letters, and ICBC certificates for customers, vendors, suppliers, and subcontractors, ensuring all coverage limits comply with contractual requirements.
- Maintain a centralized database of all issued and received certificates or clearance letters.
- Monitor policy expiry dates and ensure all certificates and clearance letters remain current.
- Liaise with insurance brokers to fulfill certificate requests from customers, vendors, suppliers, and subcontractors.

Contract Administration Support

- Maintain accurate and organized digital and physical contract files.
- Update contract status and relevant details in the company's contract database.
- Ensure confidentiality in all communications and document handling.
- Perform any additional administrative or coordination tasks as required to support the Contract Manager and ensure the smooth execution of contract-related processes.
- Participate in or perform other projects assigned by the Contract Manager or other supervisors.

Who You Are:

- Diploma or degree in Business Administration, Supply Chain Management, Risk Management, or related field preferred.
- At least 2 – 3 years' experience in claims processing, insurance administration, or compliance support, ideally within logistics, transportation, or a 3PL environment.
- Ability to handle sensitive information with discretion; understands the true meaning of confidentiality.
- Intermediate proficiency on MS Office suite of products (Excel, Word, Outlook).
- Familiar with TMS, WMS, and contract management platforms are an asset.
- Understand insurance requirements, certificate management, and claim handling processes.
- Possesses foundational knowledge of contractual terms and compliance standards.
- Highly detail-oriented, organized, and thorough in follow-through.
- Possess excellent communication skills, both oral and written. Good command of the English language.
- Ability to manage multiple priorities while meeting deadlines with consistency.
- A strong team player who can also work independently with minimal supervision.
- Able to pass criminal background check.

How to Apply:

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