



Arctic Co-operatives
Limited

Position Description

Position: Transportation Support Officer

Division: Merchandising & Logistics Division

Reporting To: Manager, Supply & Logistics Department

Position Summary:

Reporting to the Manager of the Supply and Logistics Department, the Transportation Officer will coordinate the delivery of efficient, timely and cost effective logistics and transportation services to the Co-operative System in the Canadian Arctic. The incumbent will serve as the front line resource for the Co-op System in all transportation related matters and will maintain accurate and up-to-date information on all transportation agreements and contracts to ensure all cargo is delivered in a timely manner in accordance with all contract terms and conditions and regulatory requirements. The incumbent will work closely with all support staff to ensure top quality customer service is provided to all stakeholders at all times.

Duties & Responsibilities:

- Administration of transportation contracts and liaison with suppliers and service providers.
- Responsible for administration of all transportation contracts to ensure that the terms and conditions are being met.
- Continually review all aspect of logistics and transportation components of the Co-op system supply chain and recommend areas for improvement.
- Provide support and backup information in assisting with the negotiations of new and replacement contracts.
- Work in close collaboration with transportation companies, suppliers and partners to ensure areas of inefficiency are proactively addressed.
- Ensure that routing guides are accurate and up to date with contracts and shipping schedules.
- In co-operation with other Divisions / Departments, assist in the coordination of resupply, charter, winter road and regular shipments.
- Responsible for ensuring the accuracy of invoices through the regular checking of freight rates and locations. Proactively deal with inaccuracies to ensure common issues identified are addressed.
- Receive and act on comments and inquiries from Member Co-ops and ACL Businesses, trace shipments and help resolve issues relating to transportation. Route inquiries for specialized assistance and technical support appropriately.
- In a team environment, responsible for the submission, follow-up and settlement of claims (shipping, warranty, returns, quality) on behalf of the Co-op System.
- Provide feedback to other division staff regarding opportunities for improved service for Member Co-ops and ACL Businesses to promote sales or increase use of the Merchandising & Logistics Division's services and programs.
- Provide administrative support for the Division including maintaining filing systems.
- Review events and order schedules to ensure orders and bookings are received on time for order placement including Co-operatives' annual resupply.



- Arrange and coordinate employee relocations for Co-op system.
- Proactively seek opportunities to improve supply-chain quality and reduce costs to the Co-op System in co-operation with carriers, other Departments and Member Co-ops and ACL Businesses as required.
- Subject matter expert in Transportation and Sale of Dangerous Goods and Firearms.
- Responsible for Coordinating International shipments, working closely with our customs broker to ensure compliance.
- Provide back-up support for Shipper/Receiver position.
- Deliver orientation to new managers and staff of the Arctic Co-op system.
- At the direction of the Supply and Logistics Department Manager, assist with Department efforts with respect to the supply and transportation of goods for commercial sales.
- Other duties as assigned.

Qualifications

- 3 years experience in customer service and transportation/logistics
- Knowledge of government regulations and compliance pertaining to the transportation of all goods
- Good understanding of retail merchandise needs
- Team player with excellent communication skills (both verbal and written)
- A commitment to customer service
- Good organizational and time management skills
- A high level of proficiency with computer systems such as Microsoft Office software (Word, Excel, Outlook & Power Point)
- Ability to travel to the Arctic as required

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