



## Operations Manager

### About the Position

Professional Carriers is a growing, innovative company in the truck transport sector, recognized by our customers, as providing exceptional customer service and on time results. We transport a variety of commodities that can move within a refrigerated or heated van, however we specialize in the transportation of temperature controlled fresh and frozen foods, and beverage. While, the majority of our business is within and across Canada, we do provide service throughout North America. We take pride in providing a quality work environment and in the longevity of our employees and owner-operators. As a medium size carrier, we provide highly personalized service to some of the most recognizable food supply brand names in Canada.

We are currently seeking an Operations Manager located at our modern office in Somerville NB, ten miles north of Woodstock NB. We are seeking a motivated, knowledgeable individual with the drive to succeed, to join our growing team.

This position will be of interest to you, if you:

- have experience in the truckload transportation industry,
- enjoy working in a team environment
- are dedicated to provide superior customer service
- seek to be part of a company committed to gradual growth and innovation
- enjoy influencing company direction as a member of the management team
- are seeking a long term career position

### Key Responsibilities

This individual will enjoy daily interaction with our customers and experienced owner-operators and drivers, and will develop their team in the operations area. Key responsibilities will include:

- dispatch planning, mentoring and development
- to participate in and coordinate a proactive sales effort within their customer service team to meet their daily load requirements
- to maintain and enhance coordination of superior customer service
- to maximize potential revenue from available resources
- to insure that loads are dispatched in an efficient and cost effective manner
- as a member of the management team, to continually strive to improve procedures, service, safety and financial results
- ensure operational compliance with all transportation laws and regulations

## **Qualifications & Attributes**

- five plus years' experience in truck transport dispatch/customer service
- proven supervisory experience
- Strong computer skills
- Well organized and detail oriented
- Must be a self-starter capable of working independently in a fast paced environment
- Keen sense of urgency and interest in the welfare of our customers and our company
- Experience in temperature controlled transport would be an asset
- Bilingualism would be an asset
- Completion of an undergraduate degree would be an asset

**To apply please contact Jennifer via email: [jbriggs@professionalcarriersinc.com](mailto:jbriggs@professionalcarriersinc.com)**

We appreciate your interest in joining our team. Only those candidates selected for an interview will be contacted.