

## **Customer Service Coordinator**

Location: Vaughan

Pay: 60-\$65 K

We are looking for a Customer Service Coordinator for an automotive company. The role is based out of Vaughan, Ontario. Please see the job description below and if this sounds like you, please send in your resume to **Priyanka Roy** via email to [priyanka@dawnstaffing.com](mailto:priyanka@dawnstaffing.com)

Since we receive a high number of applications, only selected candidates will be contacted.

### **Job description: QUALIFICATIONS NECESSARY TO DO THE JOB:**

- Grade 12 education or equivalent
- Minimum 3 years' experience in an automotive environment
- Excellent English communication skills (both written and verbal)
- Good general math skills
- Computer literacy in business applications
- Ability to work under pressure
- Familiarity with automotive Tier 1 and Tier 2 customer shipping procedures
- Well organized and highly efficient working in a multi-tasking dynamic environment

### **DESIRABLE ADDITIONAL QUALIFICATIONS:**

- Familiarity with CMI software
- Experience gained working inside Magna
- Knowledge of Ford DDL / SDS / SIMS systems and related procedures
- Knowledge of Chrysler SMART / DRIVE systems and related procedures
- Knowledge of Nissan Portal and related procedures
- Knowledge of Honda portal

### **MAIN DUTIES AND ACTIVITIES OF JOB:**

- Responsible for all customer-service related duties as outlined in company BOS Procedures (e.g. TS-9A), for customer(s) to which they are assigned
- Pulls in EDI customer releases and posts to the CMI system
- Enters any manual releases as applicable
- Ensures that company and customer cums are in full agreement
- Checks/confirms demand load accuracy for their customer before MRP run
- Issues shipping work-sheets to Shipping Department in advance
- Liaison with customer deck personnel, freight carriers, and/or plants directly either verbally or in writing
- Responsible for all transportation, logistics and premium freight for customer base
- Develop customer relationship and provide Best-in-Class service
- Answering of customer inventory system queries in a timely manner (if applicable) or providing backup to do this (requires complete familiarity with Ford DDL, Chrysler SMART, Honda systems)
- Maintain 100% on time delivery to customers and providing disputes when necessary
- Liaise with quality engineers, production and quality representatives to address quality concerns and communicate next steps. Coordinate Engineering changes from customer.

- Review customer charge-backs and recommend disputes when appropriate
- Coordinates Customer Finished Good returnable shipping container returns to Company from the applicable customer, in a timely manner
- Backs up other Customer Service (different customer account) positions
- Provides on-call Customer Service support during non-normal business hours as required
- Maintains responsibility for departmental Continual Improvement at all times, both in general and specifically related to individual duties
- Adheres to all Company safety rules and regulations
- Any other reasonable request by management