**Job Description – Operations Supervisor**

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| **Division** | ITN Logistics Group |
| **Department** | Operations |
| **Reports to** | Branch Manager |
| **# of Direct Reports** | 0 |
| **Last Updated** | June 21, 2018 |

**OBJECTIVE**

ITN Vancouver is currently looking for an experienced Operations Supervisor to oversee all Air Freight, Sea Freight Export and Import & Transborder related activities including training, maintaining compliance to established procedures, and maintaining and supporting sales and customer relationships.

**KEY ACCOUNTABILITIES**

* Responsible for Air freight, Sea freight & Transborder operations
* Understand, address and resolve issues that arise during the day-to-day operations
* Oversee all services and procedures and implement improvements as necessary
* Ensure personnel are trained, technically competent and up to date with changes in customer service requirements and regulatory matters, as well as increase competency level of all personnel to ensure quality, productivity, compliance and outstanding service
* Ensure all relevant/applicable customer and ITN Corporate KPI’s and guidelines are met
* Maintain SOP’s
* Review Billing statistics for each department and ensure billing is prompt & accurate
* Assist the Branch Manager with Targets and goal setting for the department levels
* Be responsible for employee’s overall training/cross training
* Work with management on individual employee’s development plan
* Monitor productivity and address performance issues
* Ensure highest levels of productivity and customer service
* Maintain existing Customers to support local/regional sales team
* Nurture working relationships with key overseas business partners

**JOB REQUIREMENTS**

* Experience in international freight forwarding industry with minimum two (2) years of supervisory experience covering ocean, air, export and import operations
* Proactive communication delivering customer excellence
* In depth knowledge of export and import procedures
* Excellent communication skills, both verbal and written
* Ability to work independently as well as part of a team, fostering collaboration
* Ability to establish priorities and accomplish multiple tasks
* Must be organized, detail oriented, thorough and accurate with the ability to efficiently solve problems
* Proven analytical and problem solving skills, driving business solutions

**KNOWLEDGE AND SKILLS REQUIRED**

**Education and Industry Knowledge**

* Ideal candidate must have five (5) years’ experience in international freight forwarding, with particular regards to operations
* People Management & Leadership
* Excellent command of the English language and communication (written and verbal) skills
* Knowledge of Export/Import regulations
* Proven problem solving / analytical skills
* Ability to handle pressure and achieve targeted results
* Possess self-discipline, strong leadership and motivational abilities
* Customer focused

**Technical Skills**

* Proficiency with computers, ability to work in Windows applications, especially Microsoft Office
* Working knowledge of CargoWise system is an asset

**Business Strategy Skills**

* Excellent interpersonal skills with the ability to encourage a team-based approach, and develop excellent relationships with internal and external customers
* Strong communicator both written and verbal, listening and presentation
* The ability to positively and enthusiastically motivate
* A logical mind with the capacity and flexibility to overcome difficult problems creatively
* Excellent communication service and negotiation skills

We offer competitive compensation, a comprehensive benefits package, CIFFA courses tuition reimbursement, and a highly dynamic work environment.

**ITN Logistics Group** is Canadian based - with worldwide connections. Each component of the Group has a focus on a logistics specialty. We provide our customers with integrated combinations of all elements of the international import & export logistics process. We deliver fast, seamless solutions our belief is taking your business personally!

ITN is committed to fostering an inclusive, equitable, and accessible environment where all employees and clients feel valued, respected, and supported. We are dedicated to building a workforce that reflects the diversity of the communities in which we live and serve, and where every team member has the opportunity to reach their full potential.