

Client Services Administrator



Job Summary:

We are looking for a Client Services Administrator who functions as the liaison between the customer and site operational leadership. You achieve a balance between customer requirements and FMi Logistics needs. You act as the main interface to our customer and help in maintaining a great relationship with the customer. You should also be approachable, fair, and have good multitasking abilities.

Primary Duties and Responsibilities

- Ensure customer contract requirements are administered as applicable
- Ensure customer initiatives, special processes, data requests are fulfilled consistently, timely, and without impact to the daily work processes.
- Serve as key contact with customer groups, including development and deployment of new or revised processes to meet customer goals and satisfaction
- Ensure client and company initiatives are deployed and requirements are fulfilled as requested
- Coordinate transportation/delivery of customers' orders as required
- Prepare action plans and schedules to identify existing client growth, opportunity and exposure for vertical integration
- Communicate service opportunities, special developments, information, or feedback gathered through field activity to appropriate company staff
Report on key support areas of account performance
- KPI's- Develop/implement corrective action plans as necessary
- Coordinate with operational managers value-added services as required by customer

- Report department goals/metrics and assist with individual goals as necessary, to align with company, site and customer objectives
- Quarterly client reviews with management team
- Ensure that all records and reports for client activity are prepared on a timely basis and effectively maintained
- Identifies potential discrepancies in inventories and resolves.
- Coordinates and performs the taking of physical inventories in accordance with the client's requirements, investigates inventory variances; directs the performance of daily/weekly cycle accounts and adjusts inventory records if necessary.
- Track order and receiving accuracy on daily basis
- Conduct random audits to weekly inbounds to ensure correct description, quantity and location match WMS records
- Performs other duties as assigned

Job Requirements

- Good People Skills
- Workload Planning
- Organization Skills
- Ability to work well in a fast-paced and high-intensity environment
- Ability to interact effectively at multiple levels in support of customer relationships
- Excellent communication and presentation skills and high integrity

Education and Experience

- Post-Secondary Education in Business or Supply Chain Logistics or equivalent experience
- Previous experience in multi-client warehouse operations
- Customer Service background

- Knowledge of Transportation systems
- 1-3 years logistics industry experience required
- Highly proficient in Office 365 products

Application Process

- Individuals interested in pursuing this opportunity are encouraged to submit their resume and cover letter at hr@fmicanada.com. Applicants must be legally eligible to work in Canada.