



## Customer Service Specialist

Cancarb is a leader in the development, manufacture and global marketing of medium thermal carbon black. With a capacity of 45,000 metric tonnes per year, our plant in Medicine Hat, Alberta, Canada is the world's largest of its kind. The company's Thermax® brand products are supported by local distributors in 44 countries. Committed to responsible development, Cancarb's management process is certified to ISO9001, ISO14001, and complies with the Alberta Enform/COR standard for Health and Safety management. Our plant is combined with a 42 MW waste heat power generating facility.

We are looking for talented people who have energy for change, can build powerful partnerships, and deliver sustainable results.

### Responsibilities:

Reporting to the Manager, Customer Service & Logistics, the Customer Service Specialist plays a key role in day-to-day order processing and international shipping, freight procurement, and collaboration within the Customer Service and Marketing team.

### Qualifications:

- Minimum 3 years of progressive, related experience required
- College or university graduate preferred
- Excellent computer skills, including Microsoft Office. Dynamics AX knowledge is an asset
- Strong analytical and problem solving skills combined with a keen attention to detail
- Ability to effectively operate in a growing and changing team environment under tight deadlines
- Familiarity with international shipping would be an asset

### This position requires candidates to:

- Receive, process, and manage customer orders
- Facilitate booking of containers and vessel space/trucks to satisfy customer requirements
- Coordinate with transport companies to schedule product loading and arrange on-time delivery to the customer
- Coordinate with production and warehouse to meet customer requirements
- Maintain stock levels in third party warehouse locations in accordance with existing customer requirements and safety stock
- Coordinate with transportation companies and offsite warehouse facilities to respond to customers deadlines
- Maintain a high level of customer satisfaction and develop and maintain relationships at a high level with a variety of internal and external stakeholders.
- Generate timely and accurate documentation to concerned parties (customers, warehouses, transportation companies, government agencies, banks, other departments)
- Support other company departments with customer information to aid in their job functions
- Participate in projects as specified by the Marketing department

We offer a dynamic, team-oriented and individually rewarding work environment, including a competitive compensation package.

Those who satisfy the above requirements and are interested in applying for this position are invited to send their resume, quoting "**Customer Service**" to [recruitment@cancarb.com](mailto:recruitment@cancarb.com), by **March 24, 2017**.

Candidates considered for an interview will be contacted directly. All other resumes will be kept on file for future consideration. Thank you for your interest.

\*For a complete list of Cancarb's trademarks and the countries where they are registered go to [www.cancarb.com/trademarks.html](http://www.cancarb.com/trademarks.html)