

# Shipping Coordinator

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**Location:** Vancouver (Delta), BC  
**Employment Type:** Fulltime  
**Start Date:** Immediate

The Kraus Group is one of the largest integrated carpet and flooring manufacturers and distributors in North America with facilities throughout Canada and the USA and is currently recruiting for a Shipping Coordinator to join our team in our Vancouver (Delta), BC office.

## Job Purpose

Under the direction of the Operations Manager, in partnership with the warehouse and Customer Service teams, the Shipping Coordinator performs a variety of duties to support the shipping department and freight forwarder to assure on-time shipments.

## Duties and Responsibilities

### Documentation

- Prepares outbound shipping paperwork, including customs spreadsheets, cover sheets and Pro Forma invoices, BOL's and load sheets, as applicable
  - Completes shipping transactions in appropriate system(s), AS400 Dancik system

### Customer Service

- Direct relation with Call Centre(s) and Sales Reps daily
  - Provides shipping information as requested for delivery, tracking information, roll history/length information etc. to ensure on time deliveries
- Liaise and co-ordinate with internal departments to fulfill Customer's needs
- Point of contact for Customer Pick Ups (counter service) and over the phone service for Customers requiring shipping information; send emails to Customers when product arrives for pick up.
  - Service Customers when they arrive for pick up (co-ordinate with Shipper for loading) and create outbound paperwork.
  - Receive Customer Returned products and co-ordinate furtherance, as required
  - Contact Credit Department for shipments and/or Customer Pick Ups which are on CH or COD for release

### Inventory Control

- Troubleshoot and resolve system and/or operator related inventory discrepancies
- Check accuracy of data in Dancik and investigate and resolve any discrepancies, informing management of findings and resolution
- Provide feedback regarding operator error to warehouse management team for coaching purposes

### Cross Training

- Cross functionally train to cover for Supervisor when not in the office
  - Direct and assist hourly employees
- Cross functionally train in various aspects of the Inventory Control Coordinator position
- Cross functionally train to cover for Vacation/LOA for Export/Import Shipment processing
- Health & Safety compliance in accordance with company & regulatory policies

## Other

- Investigate and report any shipment discrepancies with Supervisor(s) (OSD-overages shortages and damages) to subcontractors, Customers, Internal Departments etc.
- Authorize Merchandise Return requests from sales staff and customers
- Transportation claims and freight credits
- Maintains shipping records, both incoming and outgoing,
- Rate negotiations with subcontractors for cost competitive pricing
- Assist in daily monitoring of shipments and printing all customer orders
- Maintain all branch to branch and customer orders for receipt and shipments on a timely basis
- Ensure all customer pickups and shipments are invoiced by end of business day
- Coordinate LTL/FTL daily domestic pickups upon request

## **Qualifications**

- Post-Secondary in Business Admin or Warehousing/Logistics related program preferred.
- 3+ years' experience working in a Customer focused role within the Shipping/Warehouse Industry
- General working knowledge of warehouse systems, documentation and functions
- Excellent communication skills both written and verbal and will be able to present information in a clear and concise manner
- Good reasoning skills and be able to analyze data and prepare. Attention to detail is essential
- Excellent interpersonal skills are essential
- Good organizational and administrative skills
- Ability to work with industry standard computer packages such as Microsoft Word, Excel, PowerPoint as well as AS400 computer system(s); adept with Internet and Email application
- Forklift experience would be considered an asset.
- JHSC certified along with valid First aid certificate, would be considered an asset

To Apply, please send your confidential application to [careers@krausflooring.com](mailto:careers@krausflooring.com).

Check out our website at [www.krausflooring.com](http://www.krausflooring.com)

*The Kraus Group of Companies embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation need known to Kraus. We welcome application from all qualified persons.*