



**FRASER SURREY DOCKS
JOB POSTING NOTICE
ILWU LOCAL 517
April 2019**

CASUAL POSITION CUSTOMER SERVICE CLERK	
Department:	Customer Service & Accounting
Classification Term:	Casual – on an as-needed basis (no guaranteed hours)
Salary Range:	\$40.23 (CAD) per hour
Regular Working Hours:	07:30 – 16:00
Working Days:	Refer to Notes below; Must be available Monday to Friday
Start Date:	April 2019

The successful candidate will be reporting directly to the Manager, Sales and Customer Service at Fraser Surrey Docks LP (FSD) as part of the FSD accounting and customer service departments. The members of the FSD customer service team are responsible for the clerical work relating to the export and import movement of cargo to and from the terminal. The cargos handled at FSD currently include containers, breakbulk cargo, forest products, project cargos and agricultural products.

Primary responsibilities of this role will include, but are not limited to:

- To provide coverage and/or assistance to all areas of the FSD Customer Service and Accounting Team
- Performing all duties according to each set of desk procedures
- Takes direction from the Manager, Customer Service
- Follows standard operating procedures, policies & guidelines
- Communicates technical or operational problems to the Manager(s)
- Filing & photocopying
- Assist on other duties, desks or areas as directed by Management

Skills required for this position are:

- Positive attitude, ability to work and handle multiple tasks in a high volume transaction environment
- Effective and efficient typing / data entry skills
- Detailed oriented, accurate and analytical
- Experience in excelling within a customer service role as a highly adaptable team player
- A solid understanding of the documentation process for the movement of cargos
- Marine industry and terminal experience preferable
- Strong communication skills across multiple formats including in person, telephone and email
- Ability to handle complaints, disputes and confrontations with professionalism and accuracy
- Ability to meet strict deadlines
- Strict adherence to confidentiality is mandatory due to the handling of sensitive information
- Good working knowledge of Great Plains, MS Word and Excel
- Completion of an accounting designation or actively pursuing accounting courses with an excellent understanding of bookkeeping and accounting concepts
- Strong analytical, mathematical and problem solving skills, coupled with above average interpersonal skills
- Be an accomplished team player that takes pride in continually raising the standards of their own performance and development, and those around them

Notes:

- A Casual Employee, as defined in the Collective Agreement, is a person, employed in a position covered by the ILW Local 517 Union's Certificate of Bargaining Authority, who has completed a probationary period of 132 working days and is scheduled to work on an "on call" basis as required by the Company.
- This is a casual position and, as such, there is no guaranteed number of hours per week or per month; however, the employee is asked to be available Monday to Friday.
- Fraser Surrey Docks Management will call in the successful candidate for work on an as-needed on-call basis.
- Casual employees cover peak periods, vacation and other time off for the full time employees of the Fraser

Surrey Docks Accounting and Customer Service Team. Peak periods are defined as spring break (dates change each year), the week before and the week after Easter; summer from the week including Canada Day to the week including Labour Day; and the Christmas season including the week(s) that include Christmas eve, Christmas day, and Boxing Day.

- Overtime may be necessary for the completion of duties on this desk.
- The timing of the actual transition into this position will be dependent on the training requirements for the successful candidate and the staffing requirements of the current working schedule.

Please send a cover letter and resume outlining your interest and summarizing qualifications to careers@fsd.bc.ca. Thank you for your interest. Please be advised that only considered applicants will be contacted. No phone calls please.