



Steele's Transfer Ltd.
Steele's Total Logistics Ltd.

2448 – 9 Ave. S.E. Calgary, AB T2G 0V7 TEL: 403-264-0808 FAX: 403-237-6712

AR Coordinator & Customer Service

Steele's Transportation Group is a busy freight transportation business who arranges and completes between 1000 – 1500 shipments each week. These shipments are for a wide variety of business types and our customers are across Canada and the U.S.A. We have two companies that you will represent in your tasks; Steele's Transfer Ltd. And Steele's Total Logistics Ltd.

As an Accounts Receivable Coordinator, you will play an important role by reviewing orders once delivered. You will complete invoicing for our service to capture all revenue and to make sure customers are billed correctly. This must be done in a timely and efficient manner and requires a high attention to detail. You will also support the collections of outstanding accounts receivable by contacting customers when invoices are past due to collect monies owed to the company. To round out the position, you will also be proficient in customer service & support. As a service-based organization, it is important for our customers to receive the support they need via phone calls, emails and customer chat.

Responsibilities:

Accounts Receivable

- Invoice customers
- Confirm POD, Ref#, PO# all match the order
- Confirm rates on orders are correct and rate if Dispatch/CSR didn't rate already
 - Attention to detail required
- Set up driver payment bills
- Communicate with driver's to ensure all revenue earned is being captured.
- Provide support to the office manager and admin assistant by cross training on some tasks
 - I.e.: receiving and recording payments from customers on account
 - Processing credit card payments

Collections

- Collect on overdue accounts to achieve established ratios as set by management with a particular focus on the invoices 31 days past due or greater.
 - Collaborate with the Office Manager and Admin assistant on this task.

Customer Service

- In all aspects of our company, staff must be aware of how they influence the customer experience and be prepared to serve the customers with a positive and enthusiastic attitude.
- Provide support on customer phone calls, chats and emails.
- Proficient data entry with a high degree of accuracy.
- Support on shared admin email

We will provide industry leading freight services that our customer value and uniquely enjoy!



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Required Education, Skills and Qualifications:

- Completion of post-secondary or career college program in Business administration
- Proficient in Microsoft office suite – Windows 10 environment
- Strong communication and organizational skills
- Willingness to contribute to a small office team as needed
- Accounts receivable / credit experience is an asset
- Experience in general freight rating would be an asset
- Experience with QuickBooks Online and / or transportation management system an asset

This position is full time based on 40 hours per week. The workday is 8am – 4:30pm with a half hour lunch break.

Remuneration

Annual Salary range is \$36,000 - \$42,000 – experience dependent
Flexible Health Spending account

To apply for this position, please forward resume and details to careers@steelesgroup.com

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