

Livingston International is North America's customs and compliance expert. Over 30,000 companies trust us with their customs brokerage, consulting, freight and integrated logistics needs. By continually investing in our people and technologies, we give businesses the edge they demand in today's highly competitive marketplace.

Currently, we are looking for an **Internal Service Representative** to join our Account Management department located in Regina, Saskatchewan.

Reporting to the Regional Manager, Client Service, the Internal Service Representative is responsible for responding to telephone inquiries from large market clients within Canadian & US brokerage, specifically clients located in Saskatchewan. The successful candidate will assist the Client Service Manager in managing the client base and ensure that the service levels meet or exceed the client's expectations.

**Key responsibilities:**

1. Works closely with the Client Service Manager, Key Account Managers and Account Management group.
2. Responds to and resolves client's general inquiries on how to complete import documentation, classification, billing/invoice, duty & GST calculations, NAFTA, refunds/amends, etc.
3. Monitors and identifies unresolved issues with clients. Escalating to the Client Service Manager and/or Manager, Service Delivery immediately to ensure high satisfaction with customer service at all times.
4. Monitor our relationship with our clients, continuously assessing strengths, weaknesses, opportunities, and threats to manage client expectations and create value.
5. Release branch duties as required.

**Qualifications:**

- Post-secondary Education
- Minimum 4 years experience in client relationship management preferably in the customs brokerage industry
- Completion of the CSCB course or equivalent experience
- Strong communication (written & oral) and interpersonal skills
- Excellent customer service skills
- Ability to work independently in a remote office
- Proficient in Microsoft Office i.e. Word, Excel and Powerpoint

If you are interested in applying for this position, please forward your resume and cover letter including your salary expectations to:

Email (please indicate Position title in the subject heading): [careers@livingstonintl.com](mailto:careers@livingstonintl.com) or Fax: (416) 626-0018

*Livingston is committed to providing a safe and productive workplace. To achieve that goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include reference checks, a criminal history record check, and when appropriate, a credit and/or motor vehicle history.*