

# Logistics and Technology Executive

## Reports To

Senior Director of Operations

**Location :** 1 at each metropolitan location of Toronto, Vancouver and Montreal

## Job Overview

We are looking for dedicated and talented people with energy and a desire to learn. This position is best geared towards those with a passion for supply chain and e-commerce. The Logistics and Technology Executive is responsible for supporting the logistical coordination for inbound and outbound shipments that travel within the e-commerce stream at facilities in Canada. This includes the tech support of all aspects regarding our software solution, franchisee and e-tailer tech support both online and in-house, troubleshooting, external training, and maintaining accuracy of data. The Logistics and Technology Executive shall also create and maintain all associated documentation in adherence to legislation and organizational policies and procedures.

## Responsibilities and Duties

The Logistics and Technology Executive will be responsible for the following.

- Best in class service customer service and support to Franchisee and e-tailer locations in the field.
- Ability to multi task and adapt to any work environment.
- Accountability to work independently and produce results
- Entrepreneurial in nature and outside the box thinking.
- Acting as a field support and a liaison to the franchisee, e-tailer and the business owner.
- On-site and virtual support and training for business processes and technology.
- Perform meaningful Business analysis

## Qualifications

- Post-Secondary Graduate, Supply Chain Logistics preferred.
- High Proficiency with computer and Keyboarding Skills required – advanced MS Office applications
- Excellent in English, both writing and verbal and legally entitled to work in Canada
- 2-4 years' Experience in logistics and or Technology a plus.
- A passion for training and exceptional customer service mindset
- Driver's license and access to a vehicle
- Agile and able to work independent.
- Possessing exceptional organizational skills with a propensity for analytics
- Personable, empathetic, energetic, and highly detailed focused.

SmartKargo is committed to employment equity. We make recruiting decisions based on your experience and skills but most importantly your energy and passion to discover, invent, simplify, and build. SmartKargo is committed to providing employment accommodation in accordance with applicable laws. If you require accommodations, please notify us in your application.

## Benefits

- Embrace our flexible work environment with telecommuting and digital workspaces
- Engaging, challenging, and fast evolving, cutting edge technological environment.
- Diversity and inclusivity focused.
- Extended medical and health coverage that includes medical, dental and vision.
- Basic life insurance, disability and wellness programs.
- Mileage and business expense reimbursement.
- RRSP with 8% employer match.
- Paid holidays and 3 weeks' vacation.
- Generous salary of \$45-60 k per annum

## Job Poster's Contact

**Darryl Horzelenberg**  
Sr. Director, Operations



**Enabling e-Commerce. Delivered.**

[darryl@smartkargo.com](mailto:darryl@smartkargo.com)

[www.smartkargo.com](http://www.smartkargo.com)