



CEDRIC MILLAR
INTEGRATED SOLUTIONS

Position: Manager, 4PL Operations

Location: London, ON

Start Date: July 5, 2021

<https://cedricmillar.bamboohr.com/jobs/view.php?id=22&source=aWQ9MTQ%3D>

Cedric Millar Integrated Solutions and Our Culture

We are ethical and hard-working professionals that are passionate about providing integrated supply chain management solutions (along with supporting services) to manufacturers and shippers across Canada and the US.

Each member of our team plays an important role in executing best-in-class supply chain solutions with the very best in people, process, suppliers, technology, and business intelligence. As a 4PL provider, we continue to develop collaborative cost-effective solutions that create flow, consistent service and eliminate waste in a customer's supply chain.

We add value by providing a variety of services:

Strategic Supply Chain Management, Freight Brokerage Services, Small Package Services, Dedicated/Fleet Management Solutions, Pro-Fit Placement Services, and Consulting and Engineering Services.

The Ideal Candidate

- 5 years Logistics/Supply Chain Management experience in the CPG/hardline goods sector with a specific focus in fleet management, domestic, cross-border, and international transportation and warehousing of goods
- Logistics/Transportation Experience utilizing a variety of modes and equipment types (ie. Dry, Temperature Control, Specialized equipment, Dangerous Goods TL, LTL and IM)
- Strong understanding of regulatory transportation and safety requirements
- TMS Experience, along with MS Office Excel is essential
- History of executional excellence and outstanding customer service
- Thrives in a busy environment with strong prioritization, organizational and multi-tasking skills



- Respect for deadlines and a demonstrated ability to work under tight deadlines and pressure
- Confidence in problem solving and finding amicable resolution with Internal/External parties
- Ability to lead and work in a team environment, while also delivering independent results
- Passionate, accountable, flexible with an ability to listen and take pride in their work
- Excellent verbal and written communication skills
- Have a focus on driving efficient and effective processes
- Desire to leverage technology to minimize (or eliminate) routine manual work
- Willingness to work outside their role as needed to support business needs
- Ability to work overtime and/or flexible hours during peak seasons

Responsibilities

- Quarterback all customer deliverables and ensure daily operational/financial tasks are executed according to plan
- Ability to be primary point of escalation, and lead through a root cause/corrective action process
- Fostering relationships with all parties with frequent engagement with key stakeholders
- Weekly reporting on metrics against targets and progress on continuous improvement initiatives
- Lead meetings (as needed), both internal and external, identify and document new initiatives, progress
- Enable a culture of teamwork, and support amicable and timely conflict resolution
- Support resolution of supplier invoicing discrepancies, as needed
- Facilitate Carrier Sourcing initiatives, and support onboarding of new suppliers/Carriers
- Participate in Customer (or Supplier) Monthly/Quarterly Business Reviews
- Manage OS&D tracking/resolution, within established SOP's
- Develop/Maintain Customer-specific Operational Guides
- Train internal stakeholders on best processes (SOP's)
- Proactively plan for forecasted volumes, disruption in service due to peaks and holidays
- Seek market intelligence with the ability to proactively plan for volatile market conditions (peak seasons, government regulations, strikes, etc.)



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- Lead and participate in cross-functional projects (as needed) – examples; Customer/Supplier start-ups, RFQ/RFP/Procurement events, new service/technology offerings, implementing strategies to meet customer requirements, and provide cost savings (CI or productivity projects).
- Actively contribute to Cedric Millar culture of Continuous Improvement

Our Commitment to You

- An ethical and fair environment that is inclusive, high energy and best in class
- Training and a structured Onboarding to ensure you are set up to succeed
- Leadership, coaching and mentorship towards a rewarding career in Supply Chain
- The ability to participate in cross functional initiatives that will allow you to grow professionally and personally
- Competitive overall compensation package that includes paid time off, full benefits and bonuses
- An ongoing communication framework with senior leaders and company ownership
- A deep understanding of how your role supports the company's strategy, and how the company's strategy supports you