

SHEFFIELD MOVING & STORAGE INC., LONDON BRANCH, LOCAL OPERATIONS MANAGER

Description:

Sheffield Moving and Storage Inc. (Sheffield) has an immediate need for a full-time Local Operations Manager to oversee and manage moving and storage crews, fleet, equipment, and warehouse inventory at its London location, in order to ensure that its customers are serviced in a professional manner. Reporting to the General Manager, London Branch, the successful applicant will be responsible for ensuring that moving crews are dispatched safely, effectively, and in a timely manner, the truck fleet is properly maintained in accordance with applicable laws and safety requirements, and that the local warehouse operates in an effective and efficient manner.

With locations in London, Ottawa and Toronto, and a company history spanning over 90 years, Sheffield prides itself on being a leader in the professional moving and storage industry. As an agent for Allied Van Lines, the world's largest moving network, it is proud to offer local, long-distance (interprovincial), cross-border (Canada/US) and international moving and storage services to both residential and commercial customers.

Sheffield is an equal opportunity employer that does not discriminate because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Duties Include but are not limited to:

- Schedule shipment deliveries and pick ups and assign crews
- Monitor daily job progress to ensure efficiency and prevent service failures
- Manage movers and drivers to ensure that they are operating safely and effectively
- Oversee warehouse staff
- Order equipment, supplies, packing materials, uniforms, etc. as required
- Work closely with Sheffield Long-Distance and Allied Van Lines Operations departments to provide local support for servicing long-distance moves
- Implement safety procedures for local operations
- Ensure moving trucks and equipment are properly maintained, serviced and licensed in accordance with applicable law
- Organize and maintain driver records
- Recruit, hire, train, manage and discipline operational crews and warehouse staff
- Ensure paperwork is completed to Sheffield & Allied Van Lines' requirements
- Ensure that Sheffield's booked shipments are serviced efficiently and with a focus on customer satisfaction
- Manage and resolve customer damage claims

Requirements:

- Knowledge of the van line professional moving and storage industry, with a minimum of three years of industry experience
- Experience with an Allied Van Lines (or another competing major Canadian van line) a strong asset
- Dispatch and management experience a strong asset
- Valid G-class or higher driver's license required; AZ, DZ or willingness to upgrade licence through training provided by Sheffield a plus
- Forklift license (training & licencing provided if needed)
- Basic computer skills (email, Google Maps, etc.)
- Ability to learn and competently utilize a computerized dispatching system (training will be provided for company-specific software applications)

- An understanding of Canada Labour Code regulations and requirements (please note that as Sheffield operates across provincial borders it is regulated by the Federal Government)
- Highly developed organizational skills
- Critical ability to multi-task and problem solve “on the fly”
- Highly effective interpersonal and communication skills
- Strong administrative skills
- Dedication to excellence in customer service

Benefits:

- Company-sponsored benefit program available
- Relocation of successful out-of-area applicant, if applicable

Education:

Secondary School or Post-Secondary School Diploma

Regular Office Hours: Monday – Friday 7:30 a.m. – 5 p.m. (weekly), Saturday 7:30 a.m. – 12 noon (alternate weeks), statutory holidays excepted, noting that operational requirements may necessitate some work outside of regular office hours.

Work Location:

- 11-847 Highbury Ave. N., London, ON N5Y 5B8

Pay Frequency:

- Twice monthly

Contact Information:

Interested applicants should forward their resume to:

Mike Rowe, General Manager, London Branch
Sheffield Moving & Storage, 11-847 Highbury Ave. N., London, ON N5Y 5B8
Email: mike.rowe@sheffieldmoving.com
Fax: 519-453-8160

Position Open Until Suitable Applicant Hired