



JOB TITLE: Operations Specialist

ABOUT NORTH ATLANTIC

North Atlantic is a province-wide leader in retail gas and convenience, residential, commercial, and wholesale fuels. For over 30 years, we've built our reputation on quality products, extraordinary service, and community engagement. With our people first approach, North Atlantic looks for individuals who take initiative and dynamic personalities committed to fostering a strong team environment. We want people who are known for their positive attitude, authentic communications, and personal drive. *Great people. Great products.* That's the North Atlantic difference.

For more information about the North Atlantic, please visit www.northatlantic.ca

Operations Specialist

The Operations Specialist position supports North Atlantic's operational activities by following/adhering to company specific responsibilities. The role requires effective communication and strategy between customers, dispatch, and carriers; it is highly collaborative and will partner with the Operations Manager to generate ideas and solutions that improve efficiency and increase the perceived value of North Atlantic as a supplier/partner by providing excellent customer service.

This position is responsible to deliver superior customer service by driving the operational effectiveness of North Atlantic. This is completed by working closely with internal and external entities to ensure operations are enabled and aligned with North Atlantic's standards. This position will work with bulk carriers (RST, Seaboard, KMR, etc) and North Atlantic Distributors to schedule deliveries for North Atlantic's Retail Network, Home Heat and Commercial deliveries, Tankfarms and Marine Bunkering contracts.

Constant communication through email, telephone and text is essential to the success of this piece of business. 24/7 availability is imperative.

Duties and Responsibilities:

- Support the Operations Manager
- Set and monitor key performance expectations to ensure the attainment of sales, growth objectives and delivery efficiency
- Maintain a strong working relationship with the sales team
- Enhance the relationship with carriers, distributors, and customers through regular timely communication and cooperation
- Work with the Operations Manager to communicate North Atlantic's response to issues that arise around the product, delivery, and invoicing. Take the necessary steps to address the issue and put a plan in place to resolve the issue to the customer's satisfaction
- Adhere to North Atlantic's safety policy and always follow safe working practices



- Ensure daily service level requirements are met through constant communication with all carriers and direct carriers as required
- Perform inventory audits for tank farms and retail sites
- Make recommendations to improve procedures, programs, and systems
- Evaluate existing business needs and implement ways to increase efficiency as the business grows/changes
- Identify, respond, and resolve operational issues in a timely manner

Qualifications:

- Completion of a College diploma or University degree focused on business, supply chain & logistics or a related field, equivalent education and experience may be considered
- Minimum of 5 years of previous sales/operations experience
- Strong cost management background
- Previous experience in the oil/transportation industry is considered an asset
- Computer literate, knowledge of MS software packages (Excel, Word, NAV etc.)
- Decision making, problem-solving and negotiation skills
- Excellent written and oral communication skills
- Valid class 05 driver's license

Additional Details

- Travel is required as needed and includes but is not limited to:
 - Local travel throughout Newfoundland
 - Attend trade shows/conferences as required
- Must be able to work extended hours and maintain attention to detail
- Safety boots, hard hats, gloves, and coveralls are required when visiting Tankfarms, Customers, and accompanying drivers on board Home Heat Trucks

North Atlantic is committed to Employment Equity. Accommodations during the recruitment process are available upon request for candidates with disabilities.

We offer a competitive compensation and benefits package which include Health and Dental, Wellness Program • Short-Term and Long-Term Disability • Life Insurance • Company Pension Plan with employer contribution • Employee and Family Assistance Program • Free on-site parking • Employee engagement activities

(*benefits vary based on employment status)

If you are a highly motivated team player, have the qualifications, and are prepared to meet the challenges as outlined, apply by submitting your resume and cover letter to careers@northatlantic.ca.

Candidates are encouraged to apply by **Friday 4:30 pm August 12th, 2022.**