

About the ERA group

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Position Summary

The **Supply Chain & Logistics Coordinator** is responsible for managing all outbound shipments to ensure the accurate, timely, and cost-effective delivery of products. This role supports logistics operations with a strong focus on meeting the routing, labeling, and compliance requirements of major retailers, including Canadian Tire, Walmart, and Amazon.

Key Responsibilities

Shipping Operations

- Coordinate and schedule daily domestic and international shipments.
- Prepare, verify, and maintain all shipping documentation, including packing slips, bills of lading, customs documents, and shipping labels.
- Ensure products are packaged and labeled according to Canadian Tire, Walmart, and Amazon specifications.
- Work closely with the warehouse team to ensure orders are complete, properly prepared, and ready for shipment.

Major Retailer Compliance

- Manage shipping processes in accordance with retailer-specific requirements, including:
 - **Canadian Tire:** Routing requests, Advance Shipping Notices (ASN), and palletization standards.
 - **Walmart:** Retail Link compliance, labeling requirements, and OTIF (On-Time In-Full) standards.
 - **Amazon:** Seller Central/Vendor Central, FBA requirements, packaging, labeling, and weight specifications.
- Submit routing requests and schedule delivery appointments according to retailer guidelines.
- Monitor shipment performance to minimize compliance penalties and chargebacks.

Logistics & Carrier Coordination

- Communicate with carriers, freight forwarders, and courier services regarding pickup schedules, freight rates, and shipment tracking.
- Track shipments and resolve delivery delays, damages, or other transportation issues.
- Compare freight rates and recommend cost-effective shipping solutions.

Documentation & Inventory

- Update ERP/WMS systems with shipping information, tracking numbers, and carrier details.
- Maintain accurate records of shipments, freight invoices, and proof of delivery.
- Report inventory discrepancies or damaged goods.

Internal & Customer Support

- Provide shipment status updates to internal teams and customers.
- Respond promptly and professionally to shipping-related inquiries.

Compliance & Safety

- Ensure all shipments comply with company policies, legal requirements, and applicable regulations, including hazardous materials, export documentation, and labeling standards.
- Follow established safety procedures for packaging and material handling.

Process Improvement

- Identify opportunities to improve shipping accuracy and operational efficiency.
- Assist in developing and updating shipping procedures, particularly those related to retailer compliance.

Required Skills & Qualifications

- 1–3+ years of experience in shipping, logistics, warehouse coordination, or supply chain.
- Hands-on experience working with Canadian Tire, Walmart, Amazon, or other major retailers.
- Strong understanding of retailer routing guides, labeling requirements, and compliance programs.
- Proficiency with shipping software, ERP/WMS systems, and Microsoft Excel.
- Excellent organizational skills, attention to detail, and strong communication abilities.
- Ability to manage multiple priorities in a fast-paced environment.

Preferred Qualifications

- Experience with Amazon FBA/FBM or Vendor Central.
- Experience with Walmart Retail Link and Canadian Tire supplier platforms.
- Forklift certification (where applicable).
- Knowledge of customs procedures and international shipping.