



# Courier Service Manager

**Posted by: Laila Express Inc.**

**Location: Victoria**

**Salary: \$47.25 Per Hour**

**Job ID:** YJ1725275

**Posting Date:** 19-Jan-2026

**Expiry Date:** 18-Jul-2026

**Education:** College

**Language:** English

**Vacancies:** 1

**Experience:** 2 years

**Job Type:** Full Time

## Job Description

Laila Express Inc. in Victoria, BC is looking for a Courier Service Manager

**Requirements:**

- A bachelor's degree or college diploma in a related field is preferred
- 2 years of supervisory or operational experience within a postal or courier facility is preferred.
- Excellent communication and writing skills

**Position:** Courier Service Manager

**Wage:** C\$47.25 per hour

**Working Hours:** 30 - 40 hours per week

**Benefit:** 4% of the employee's total wages during the year

**Terms of Employment:** Full-time, Permanent

**Work Location:** Victoria, BC

**Job Duties:**

- Plan, organize, direct, control, and evaluate daily courier operations, including parcel pickup, local delivery routes, dispatch scheduling, and customer service coordination within the Victoria and Metro Vancouver area.
- Coordinate and supervise the work of dispatch staff, delivery drivers, and operational support personnel to ensure duties are properly assigned, completed on schedule, and aligned with company service standards.
- Manage the accurate and timely movement of parcels through local sorting and staging areas, including oversight of intake, scanning, route preparation, and final delivery processes to minimize delays and delivery errors.
- Monitor operational performance indicators such as delivery timeliness, parcel handling accuracy, customer feedback, and driver productivity; review the effectiveness of existing procedures and implement practical improvements to enhance efficiency and service quality.
- Develop and administer operational budgets related to local courier activities, including vehicle operating costs, fuel expenses, staffing costs, equipment, and facility-related expenditures; track expenses to ensure operations remain within approved financial limits.
- Participate in the recruitment process by interviewing and hiring delivery drivers and operational staff as required by business demand; provide onboarding, job-specific training, and ongoing operational guidance to ensure compliance with company procedures, safety requirements, and customer service expectations.
- Ensure that operational activities comply with applicable provincial and municipal regulations, workplace safety standards, and company policies relevant to courier and delivery services.

- Act as a key point of coordination between management and frontline staff to address operational issues, resolve delivery challenges, and support the company's growth within the local Victoria market.

Please send your resume by email to [lailaexpress@outlook.com](mailto:lailaexpress@outlook.com)

Only selected candidates will be contacted.

**To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [lailaexpress@outlook.com](mailto:lailaexpress@outlook.com)**

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