

JOB OPPORTUNITY

Color Ad Packaging is a Winnipeg based leading producer of quality commercial packaging products. We are focused on providing our customers with world-class flexible packaging solutions that are manufactured in a clean and safe work environment.

We are currently hiring a **Customer Service Representative**.

POSITION SUMMARY

Reporting to the Manager of the Customer Service Department, the Customer Service Representative is the primary internal point of contact for our customers.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Acts as a liaison between the customer and production operations
- Enter customer orders and releases into ERP system and verifies accuracy of information
- Update and maintain customer information files
- Follow up on customer orders to verify compliance with commitments to customers
- Manage shipments of final print samples for new jobs
- Manages customer concerns and complaints through communication and coordination with sales managers and operations
- Monitor and manage customer inventory levels and aging inventory in accordance with contract/supply terms and agreements
- Supports the Sales Team in other customer service areas
- Supports aged account/ad hoc collection issues
- Enter and follow up on new orders and arrange trial meetings for customer accounts

QUALIFICATIONS, SKILLS & REQUIREMENTS

- Minimum Grade 12 is required; Bachelor's Degree in a related discipline is preferred
- Minimum 1 year of experience in a customer service role
- Strong verbal and written communication skills
- Strong computer skills, with a proficiency in Microsoft Office, and working experience with ERP systems
- Detail-oriented, with a demonstrated ability to multi-task and manage time effectively
- Experience in a manufacturing, customer focused and fast-paced environment
- Work with a continuous improvement mind-set, adopting Lean strategies to identify and implement process efficiencies and procedures

PHYSICAL CAPABILITIES

- Physical demand requires no undue fatigue regarding sitting, standing and walking. Work is conducted in a standard office environment.

Color Ad offers a competitive wage and benefits package.

If you meet the qualifications required and if the above position describes your experience and interests, please submit your resume to the Human Resources Department.

We thank all candidates who apply, however, only those selected for further consideration will be contacted for an interview.

Color Ad Packaging is an equal opportunity employer, committed to maintaining a diverse workforce.