



**Position:** Customer Service Representative

**Type:** Full Time, Permanent

**Location:** North York, ON

We are searching for exceptional talent to join Thistle Printing located in Toronto. If you're a strong customer support leader who has an inherent and relentless passion towards delighting your customers, we want to talk to you! As the key client liaison for our organization, you will work closely with Thistle's high-profile customers who represent some of the leading brands in North America. In this role you will join a team that forms the heartbeat of our service delivery and is viewed as a trusted partner with our sales organization, our production teams and most importantly our customers. At Thistle we are uncompromisingly passionate about Helping our Customers Win. If you are a customer support professional who has a deep desire to make a difference, contact us!

**Key Responsibilities:**

- Serving as the primary interface between our customers, the sales organization and our production teams
- Analyzing and interpreting Customer requests and translating those requests into requirements that meet our customer's desired outcomes
- Coordinating of internal resources from start to finish to move a customer's order through the complete production lifecycle
- Managing customer Inventory levels through historical analysis and review while making informed recommendations to ensure our customers inventory position meets demand cycles
- Creating external purchase orders as may be required to procure products from Tier 2 Partners
- A general knowledge of the products and services provided by DCM and partnering with operational peers as required to obtain subject matter expertise through a continuous improvement mind set
- A subject matter expert and trusted advisor to council our customer's by offering alternative and cost-effective solutions to meet their requirements
- Managing mid to complex work back schedules, and project plans to ensure customers production orders are produced and delivered on time meeting all quality standards
- Effective communication across multiple internal and external stakeholders groups throughout the organization
- Order Entry
- Full understanding of Client contract terms and conditions, SOW's and SLA's as assigned
- Back up for other Customer Service Representatives as required from time-to-time
- Account administration
- Other duties as assigned

Please send resume to Prab Badwal, Talent Acquisition Specialist at [pbadwal@datacm.com](mailto:pbadwal@datacm.com)

Data Communications Management Corporation is committed to equal employment opportunity, employs and does not discriminate against all qualified persons without regard to race, color, religion, national origin, sex, age, handicap, or any other classification protected by applicable federal and provincial laws. We invite resumes from all qualified applicants. Should you require any accommodation throughout the recruitment and selection process, please inform human resources so that we can ensure your equal participation.

***DCM would like to thank all applicants, however only those candidates qualified will be contacted.***