

Job Description

Customer Service Representative of Packaging

Job Summary: SinaLite is a family owned business which has been operating since 1999. What started as a small 1,200 square-foot print shop which operated a single small AB-Dick printer has blossomed into a company of 140+ employees, containing several million dollars worth of printing equipment, and achieving a yearly sales revenue of 30+ million with over 20,000+ customers across North America.

We are continuing to rapidly grow, opening up a new production facility and expanding further into new product categories. A job with SinaLite does not just mean a biweekly cheque and a benefits package. A career with SinaLite means an opportunity to be a part of a massive growth opportunity for both yourself, and the organization.

Customer Service

- Support the Sales Team and provide front-line service and/or support to Customers regarding packaging products and when needed, non-package related products.
- Establish and maintain a strong client relationship acting as a point of contact between the Company and it's Customers to meet and exceed their expectations
- Responsible for gathering all information for new customers including but not limited to, credit application, new customer onboarding form, item specifications, graphics.
- Field customer inquiries regarding product information, pricing, quotes, job status, shipping and delivery information.
- Receive customer sales orders and order changes either directly from customers or from Sales Representatives and record, process and place orders timely and accurately.
- Receive and respond promptly to customer complaints regarding quality assurance, questions and follow-up with appropriate internal personnel as required to improve customer service.
- Schedule and lead meetings for new customers, new product items and roll outs.
- Review and maintain customer inventory records and reports and manage min/max levels.
- Solve basic file issues to resolve defects, file and/or possible pre-production and/or post-production issues.
- Respond to customer's emails, telephone calls, voicemails, live chat in regards to their job orders
- Process customer orders in a courteous, efficient and timely manner.
- Organize workflow to meet customer deadlines.
- Effectively present and discuss the products and services of the company, soliciting only those desired products/services provided by the company and its vendors to current and prospective customers in a way that conveys an image of quality, integrity and superior understanding and delivery of customer needs.
- Request reprints, process upcharges, flip change requests to the prepress department.
- Manage telephone calls professionally, efficiently and with good communication skills.
- Manage email use. Check frequently and reply with confirmation. Encourage the use of email by all of your clients.
- Process cancellations or shipping refunds in a timely manner.
- Regularly provide accurate status updates on the internal dashboard.
- Attend customer complaints and concerns immediately, and facilitate satisfactory resolution.
- Other duties as assigned.

Sales and Marketing

- Support Customer Sales through service, education, and effective problem solving. Involve appropriate team members as needed.
- Introduce new products and services to clients frequently. Help position SinaLite as a leader in our field.
- Support strategic sales plan and marketing strategies outlined by the sales team, and facilitate joint marketing calls where applicable.
- Other duties as assigned.

Qualifications:

- Post Secondary Diploma or Degree in related fields.
- 3+ years experience in a customer service role in a label / packaging environment
- Printing background knowledge in digital and offset is required
- Demonstrated work experience in tracking and managing customer orders
- Strong understanding of the graphic arts/printing industry
- Experience in sales or customer service and/or experience in printing or graphic arts industries.
- Excellent command of the English language in both written and oral forms.
- Strong interpersonal skills e.g. working well with others, communication, positive attitude.
- Good math skills.
- Must be computer literate and current on new technology with the ability to learn new software/technology as required.

Working Conditions:

- Intensive computer work and extended use of the computer keyboard and mouse.
- Sitting for prolonged periods of time - up to 8.50 hours per day.
- Working on-site and/or remotely as required at the sole discretion of the company. Hybrid schedule but subject to change.
- Occasional lifting of objects up to 25 lbs.
- Work area may have fluorescent lighting and air conditioning.
- Noise level is usually moderate to loud.
- Exposure to ink and chemical fumes, and airborne particles such as paper dust and drying powder.
- Appearance at all times must represent the company image.
- Fast-paced environment: subject to numerous schedule and priority changes and short notice activity.
- Occasional additional hours may be required due to operational requirements.

If this position is something you are interested in you can apply by sending your resume to hr@sinalite.com