

Job posting – Customer Service Coordinator

From award winning label and packaging solutions, to printed promotional materials, to direct mail, to envelope manufacturing ASL Print FX's goal is to enhance and protect our customers' brand. Based in Vaughan, our company's primary focus revolves around crafting highly embellished labels for industries such as Wine and Spirits, Health & Beauty, Food & Beverage, Promotional, and more.

ASL Print FX is part of the AWT Labels & Packaging family, a North American corporation with nearly 650 employees, which operates facilities in Minneapolis (HQ - USA), Anaheim (USA), Grand Blanc (USA), Hauppauge (USA), Napa (USA), South Elgin (USA), Winston-Salem (USA), Ottawa (CAN) and Vaughan (CAN), as well as Joint Ventures in Poland and China.

Customer Service Coordinator

ASL Print FX has one opening for a permanent, full-time, Customer Service Coordinator in the Envelope division (Vaughan).

Who you are:

- Experienced in Customer Service and/or Operations with post-secondary education or diploma.
- Proficient with Microsoft Office suite and generally comfortable with technology.
- Proactive problem solver with superior attention to detail.
- Able to achieve planned results by utilizing organization and prioritization skills, while working collaboratively with cross-functional teams
- Excellent communicator (verbal and written skills)
- Multitasker with good time management skills
- Able to create and review technical documentation.
- Safety-first attitude
- Highly ethical worker

Desirable

- Experience in the envelope and/or printing industry.

What ASL Print FX provides:

- Competitive compensation
- Comprehensive group benefits
- The opportunity to learn and develop professionally with a diverse team in an inclusive organization where everyone can succeed based on merit.
- Open corporate culture anchored on integrity, teamwork, adaptability and responsibility.

Primary responsibilities

- Assists customers by responding to inquiries and requests.
- Receives and processes customer orders while ensuring that recorded data is accurate and matches customer's specifications.
- Monitors customer orders through completion, providing information on job status, pricing, customer inventory levels and delivery.
- Coordinates customers' service needs with other departments to ensure customer satisfaction.
- Produces a variety of reports, including open orders to facilitate their completion up to and including invoicing.
- Proactively updates customer information in CRM software.
- Provides customers with information about available products and services.
- Assists with the development and coordination of personnel schedules to optimize customer service and employee productivity.
- Helps to establish or adjust work procedures to meet schedules.
- Defines, documents and maintains performance metrics, as well as workflow, procedures, and process requirements with the purpose of identifying areas for improvement and suggest solutions.
- Visits customers' premises if needed to obtain orders, address concerns or to better assess customer's needs.
- Other duties as assigned.

Salary range for this position: CAD\$ 45,000 – CAD\$ 55,000 per year.

To Apply: Please send your resume and cover letter to hr@aslprintfx.com.

Application deadline: February 9th, 2024

We are an equal opportunity employer and welcome and encourage all applications. Accommodations are available on request for candidates taking part in all aspects of the selection process.