



BELLWYCK Packaging Solutions is a leader in folding carton products. Our sophisticated in-house structural CAD and prepress operations combined with leading edge print and finishing technology ensure the innovation and production of high-end luxury packaging for the fragrance, cosmetics, skincare, confection and other specialty industries.

BELLWYCK takes pride in its culture where employee work ethic, initiative and contribution are encouraged, recognized and rewarded. We offer a full benefits package and competitive wages.

We have a permanent full-time job opportunity at our Scarborough Head Office for a **CUSTOMER SERVICE REP (PROJECT MANAGER)**.

JOB SUMMARY

In support of Bellwyck's Sales Team, provides front-line service to Customers. Undertakes the project management for all jobs including estimating, docket creation and including customer communications as it relates to the job. Supports strong customer relationships with a high level of Customer Service and Satisfaction. Plans and tracks the progress of jobs through the manufacturing processes. Fields Customer inquiries regarding product information, pricing, quotes, job status, shipping and delivery, etc. Establishes strong client relationships acting as a key point of contact between Bellwyck and its Customers going the extra mile to meet or exceed expectations. Identifies and flags to the Business Development Managers up-selling opportunities for existing Accounts. You will work in a team environment that is fast paced and dynamic.

SKILLS, KNOWLEDGE/EXPERIENCE REQUIRED

- 3-5 years' experience in a customer service role, preferably in the printing and/or folding carton industries.
- College diploma in Graphic Arts (Printing, Packaging) or Graphic Communications Management or Project Management.
- Ability to work independently; partner across cross-functional lines; deal with sensitive and confidential matters; influence and negotiate achieving win-win outcomes.
- Exceptional conflict resolution skills for handling objections.
- Demonstrated experience in coordinating projects, tracking and managing customer orders.
- Excellent interpersonal skills to interact professionally both external and internal to the organization.
- Strong organizational skills, detail oriented, possess the ability to multi-task and manage competing priorities.
- Strong English language skills (written and verbal). French language skills an asset.
- Strong PC skills including Microsoft Suite of products and competent with ERP, MRP Systems (Amtech, EFI, Avanti) and Cimex (imposition) would be considered an asset.
- Strong mathematical aptitude and problem solving skills.

RESPONSIBILITIES

- Responsible to manage all aspects of the project to achieve customer service and satisfaction.
- Supports customer relationships through positive and effective communication and customer service.
- Prepares Quotation Letters using MS Word or Customer-specified RFQ spreadsheets using Excel along with Developmental Timelines (where required by customer)
- Participate in and prepare Major Project Bids
- Enters the customer order into AMTECH ensuring the completeness and accuracy of all relevant information is captured correctly.
- Enters Customer Specifications into web-based portal (where applicable)
- Maintains and files all pertinent documentation relative to a customer order/profile ensuring on-going accuracy by updating records with changes, new information, etc. in a timely manner.

- Communicates and follows up with customer to ensure approved samples, Customer-supplied artwork, Customer approvals (e.g. blueprints; colour submissions; etc.) are received in a timely manner.
- Builds and maintains strong working relationships across organizational lines to ensure the successful achievement of Customer orders. Facilitates support and interaction amongst BDM's, Pre Press, Scheduling, Production, CAD, Shipping/Receiving, etc. in the fulfillment of Customer orders.
- Manages outsourcing requirements for projects as required.
- Prepares RGA (Return Goods Authorization) and SO (Sort Order) Docket in case of Quality issue
- Creates Structural Design Requests (SDR's); works with CAD to create samples for Customer review and approval.
- Prepares reports/data analysis/etc. associated with sales, purchasing, production, inventory management, shipping/receiving, etc.
- Manages inventory releases and the culling of stale inventory
- Participates in inventory management of customer's finished goods as required.
- Adheres to Health and Safety Policy, Quality and other standard operating procedures as applicable.
- Required to maintain docket and production sample files.
- Prepares cost estimates including tooling charges and ensure financial accuracy and financial cost to the company.
- Creates CIMEX layouts in order to create accurate estimates and dockets and provide most efficient production and ensure effective use of material and costs to company.
- Provides internal recommendations and solutions regarding the execution of job orders, identifying areas for process efficiencies.
- Acts as a key liaison between Bellwyck and its Customers.
- Answers in-bound calls and emails from Business Development Managers (BDM's) and Customers in a prompt and professional manner.
- Determines and discusses with Customers job order requirements, time lines and other specifications.

How to Apply – please send your resume to HR@bellwyck.com as soon as possible and before December 31/18.

We thank all applicants however only those selected for an interview will be contacted. No telephone calls please. In compliance with AODA, Bellwyck Packaging Solutions, upon request, will provide reasonable accommodation during the recruitment process. If you are selected for an interview and require accommodation due to a disability, please notify us when we contact you.