



**BELLWYCK Packaging** is an Innovative and Premium folding Carton Printer. Our sophisticated in-house 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 MANAGER**.

### **JOB SUMMARY:**

This position is a working manager role reporting to the VP of Operations.

You will be responsible to manage the Customer Service, Estimating and Planning team members and the day to day activities.

You will coach, mentor and support your team in achieving their Daily Tasks, Operational Activities and Goals as designated by the budget and operations plan.

You will collaborate and support the Sales team. You will be responsible to advocate and deliver Service Excellence for your internal and external Customers.

As a Working Manager, you will actively manage or participate in daily activities; such as project management, estimating and planning.

You will actively participate and help lead transformation and continuous improvement and lean activities to achieve a SMART Factory and Production environment using business intelligent activities and tools.

### **SKILLS, KNOWLEDGE & EXPERIENCE**

- Knowledge, Experience in the Graphic Arts Industry; specifically, Folding Cartons, Package Printing
- College/University degree related to Packaging, Graphic Arts/Communications Industry
- 3-5 years' experience in a Leadership position
- Leadership skills (planning, development, service, coach, mentor)
- Strong Interpersonal skills; written and verbal
- Project Management skills (manage projects end to end)
- Strong Computer skills, Microsoft Suite of Products, ERP systems (Amtech, EFI, Avanti)
- Resolution Management (production, customer or team)
- Financial Acumen
- Estimating in the Graphic Arts Industry is an asset
- Lean, ISO, GMP and CIP (continuous improvement plan) knowledge and experience considered a valuable asset

## **RESPONSIBILITIES**

- Lead, load balance and assign customer/sales allocations to the CSR team
- Actively participate in Project reviews as required with team members
- Lead the activities associated with delivering Customer Service excellence from your direct reports for Internal Customers and External Customers.
- Manage, monitor KPIs for departments to ensure attainable service levels and execution; specifically for On Time Delivery, Estimate Turn times
- Lead, train and support initiatives to optimize tools, such as ERP for daily tasks in the CSR, Estimating, Planning departments.
- Lead the team with accurate dockets and specifications
- Coach and Mentor to achieve Operations Plan, KPIs and Lean/CIP in their departments.
- Manage and support the development of team members in roles including training and external professional development opportunities
- Prepare, deliver Annual Performance Reviews for direct reports
- Enforce adherence to Company Policies; such as Safety, Quality (ISO requirements)

**How to Apply** – please send your resume to [HR@bellwyck.com](mailto:HR@bellwyck.com) as soon as possible and before September 27/19.

*We thank all applicants however only those selected for an interview will be contacted. No telephone calls please. In compliance with AODA, Bellwyck Packaging, 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.*