



Job Title	Inside Account Manager	Effective Date	July 2026
Location	Etobicoke	Reports to:	Jon Sanderson

About SupremeX

SupremeX is a trusted North American leader in the manufacturing and distribution of envelopes and a growing provider of paper-based packaging solutions. With almost half a century of experience, we combine deep industry expertise with a commitment to innovation, quality, and customer service.

While we are well known for our extensive envelope product lines, we significantly expanded our offer in order to help businesses meet their packaging needs in a rapidly changing market. With **14 facilities** and a team of over **900 employees**, SupremeX prides itself on building long-term partnerships with customers, supporting employee development, and driving sustainable growth.

We are proud to foster a culture built on respect, integrity, excellence, teamwork, and communication. We value people who take pride in their work, support one another, and are always looking for ways to grow and improve. Whether on the plant floor or in the office, we work together, communicate openly, and treat everyone with fairness and respect.

At SupremeX, you'll find more than a job—you'll find a sense of purpose and a place to grow.

Job Summary

The Inside Account Manager position is an excellent opportunity for someone looking to build a foundation for a future role in outside sales. This role focuses on managing smaller-sized customer accounts primarily through phone and email, while learning the full sales and production process from start to finish.

The IAM is responsible for nurturing relationships, growing business within existing customers, and ensuring a smooth experience from quoting to delivery. This is a proactive role that involves identifying new opportunities within the current customer base, but it does not include outside cold calling or pursuing new accounts.

Salary Range: \$55 000. To \$65 000.

Key Responsibilities

- Manage a portfolio of smaller customer accounts, handling all aspects of the sales cycle including quoting, order entry, follow-up, and delivery coordination
- Build strong relationships with customers, understand their needs, and recommend appropriate products and solutions
- Develop new business opportunities within existing accounts through cross-selling and up-selling Collaborate with production, customer service, and support teams to ensure quality, timely fulfillment, and customer satisfaction
- Maintain accurate and up-to-date customer information and sales records



- Monitor orders, resolve issues, and ensure a high level of customer service

Qualifications and Experience

- Bachelor of Arts from a recognized Canadian University
- Some sales experience, ideally in printing, packaging, or a related industry would be ideal Strong communication and problem-solving skills
- Organized and detail-oriented, with the ability to manage multiple accounts and priorities
- Comfortable using technology and learning new ERP system

Candidate Profile or Skills and Competencies

- Ideal for someone eager to develop a career in sales, with the potential to advance into an outside sales role
- Primarily office-based (Etobicoke) with customer interaction conducted via phone and email
- Focused on managing existing customers rather than cold calling or prospecting for new accounts

Benefits

- Comprehensive Medical, Dental, and Health Benefits to support your well-being
- Retirement Plan – A retirement plan to help you plan for the future.
- Bonus – Annual bonus opportunities based on Company performance and/or Individual goals
- Collaborative Culture– A workplace built on communication, integrity, excellence, respect, and teamwork.
- Work-Life Balance – Support for a healthy balance between work and life.

Location: 400 Humberline Drive, Etobicoke, ON, M9W 5T3

Send your resume: Dalia.garabetian@supremex.com

NOTE: This job description in no ways states or implies that these are the only responsibilities of this position. The employee will be required to accept additional responsibilities as deemed appropriate by the Manager.

SupremeX is committed to employment equity and equal opportunity in compliance with all applicable Federal, Provincial, and State legislation in both Canada and the United States. We recruit and promote individuals based on merit and without regard to race, color, religion, national origin, sex, age, disability, veteran status, or any other protected characteristic under applicable law.

We welcome and encourage applications from qualified women, men, visible minorities, Indigenous peoples, persons with disabilities, and other underrepresented groups. If you require an accommodation during the recruitment process, please let us know.