



**Apex Graphics Inc.**  
320 Ambassador Drive  
Mississauga, ON  
Canada L5T 2J3

Phone 905.795.9575  
Fax 905.795.8775

[www.apexgraphics.com](http://www.apexgraphics.com)

## **CUSTOMER SERVICE ASSOCIATE**

### **Who Are We?**

Apex Graphics is a leading Canadian supplier of quality assured, precision-folded package inserts and outserts for the pharmaceutical cosmetic and food processing industries. Apex is dedicated to our people. The people we hire are the cornerstones of our success. Their ideas, commitment and connection to our customers are truly the essential elements in how we succeed.

Located in Mississauga, Apex Graphics is currently looking for a full time Customer Service Associate. We are an established company passionate about growth, both yours and ours. We know that when you succeed, we succeed. Come for the opportunity but stay for a career!

### **Who Are You?**

If you have a passion for terrific customer service, a willingness to learn, to grow, and love to work in a team environment this could be the opportunity for you!

The **Customer Service Associate** is responsible for promoting exceptional customer service practices throughout the organization and striving to continuously improving internal process and procedures.

### **What Will You Do?**

In this highly administrative position, you will be supporting a team of 4 Customer Service Representatives, ensuring they meet established objectives and the needs of Apex Graphics' customers in accordance with the policies and procedures. Position responsibilities include but are not limited to:

- Processing and managing repeat customer orders
- Preparing artwork packages for approvals
- Reviewing both internal and customer specifications
- Preparing various internal and external reports

### **What Experience Do You Bring?**

- 1-3 years of administrative or customer service experience required.
- Experience with Microsoft Suite (Outlook, Excel, Word and PowerPoint)
- Excellent interpersonal, communication, and relationship management skills.
- High level of integrity, confidentiality, and accountability.
- Previous experience using CRM software, an asset
- Must be able to lift and carry minimum 20lbs

### **Apply Now**

Please check out our website at [www.apexgraphics.com](http://www.apexgraphics.com) and our career page at <https://apexgraphics.bamboohr.com/jobs/view.php?id=60>

Applicants may apply directly through our careers page or submit their resumes directly to [hr@apexgraphics.com](mailto:hr@apexgraphics.com).

We thank all candidates for their interest; however only those most qualified will be contacted.

*Apex Graphics is an equal opportunity employer and is committed to meeting the accessibility needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC). Should you require accommodations during the recruitment and selection process, please inform Human Resources.*