

Customer Service Coordinator - Full time Permanent

With three facilities in the GTA, The Ellis Group is your one-stop shop for the engineering, design, production and distribution of your product. We provide beginning-to-end service, delivered with attention to detail and a personal touch that has earned us an enviable reputation and loyal client base among many of North America's largest brand-name companies. Ellis Paper Box Inc. is hiring a Customer Service Coordinator at our Mississauga location.

Responsibilities:

- Receive orders and quote requests from customers
- Price orders or direct to sales, ensure profit values are within guidelines and obtain approvals
- Ensure carton item codes are correct
- Ensure all order information is accurately recorded in Globetek system.
- Monitor inventory levels on all assigned accounts reviewing any new orders against inventories and releases to establish realistic delivery dates
- Issue change orders for any changes to date, price, quantities, graphics etc. affecting an order
- Issue weekly inventory reports to customers
- Complete NCR's for customer complaints and pickup requests
- Coordinate the efficient shipment of product to the Customer
- Monitor overaged inventories with sales and customers.
- Prepare packages for Fedex

Qualifications:

- Previous Customer Service experience in a print, paper or packaging manufacturing environment
- Minimum 5 years in a Business to Business Customer Service setting
- Excellent communication and organizational skills.
- Ability to multi-task and prioritize in a fast-paced environment.
- Ability to work individually as well as in a team environment.
- Intermediate computer skills including Globetek, Microsoft Outlook and Excel.

Salary is based on skills/experience. Benefits included

Please send your resume to Kristy Thompson, HR Manager at kthompson@ellispkg.com.

The Ellis Group is an Equal Opportunity Employer that is committed to diversity and inclusion in the workplace. We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. We thank all applicants for their interest; however only those considered for an interview will be contacted.



THE
ELLISGROUP

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