

BELLWYCK Inc. is a leader in folding carton products. 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. We are a collection of dynamic teams committed to a culture of innovation, quality and customer excellence. We are headquartered in Toronto, Canada and have four locations across Canada.

At **BELLWYCK**, we take pride in our culture where employee initiative and contributions are encouraged, recognized and rewarded. We offer a great place to work and a dynamic and collaborative team environment.

Customer Service Representative

About the Role

The Customer Service Representative is a full-time permanent position. This role provides excellence services and project management for all customer orders and communications from start to delivery. This role establishes strong client relationships acting as a key point of contact between Bellwyck and its Customers, going that extra mile to meet or exceed expectations.

What You Bring to the Team

- 3 -5 years of experience in a customer service role, preferably in the printing and/or folding carton industries.
- Post-secondary education in Graphic Arts (Printing, Packaging) or Graphic Communications Management or Project Management.
- Demonstrated experience in coordinating projects, tracking and managing customer orders.
- Excellent communication and interpersonal skills
- Strong organizational skills, detail oriented, ability to multi-task and manage competing priorities.
- Strong English language (written and verbal) skills. French language skills an asset.
- Strong PC skills to use software programs such as Word, Excel, Internet navigation and custom estimating/docket entry programs.
- Strong mathematical aptitude and problem-solving skills.
- Working knowledge of CIMAX is an asset.

About the Job

- Manage all aspects of the customer order to achieve service excellence and customer satisfaction.
- Communicates with customer to ensure all relevant documentation (artwork, approvals, blueprints; colour submissions) are received.
- Work with Customer on job order requirements, timelines and other specifications; consults with Customer to create best options for order including any determining board type, inks and coatings, artwork layout.
- Provides internal recommendations and solutions regarding the execution of job orders, identifying areas for process efficiencies.
- Prepares RGA (Return Goods Authorization) and SO (Sort Order) Docket in case of Quality issue
- Creates Structural Design Requests (SDR's); works with Structural Design to create samples for Customer review and approval.
- Maintains and files all documentation relative to a customer order.

- Builds and maintains strong working relationships across organizational lines to ensure the successful achievement of Customer orders. Facilitates support and interaction amongst internal departments.
- 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 warehouse inventory counts as required.
- Back-up estimating for the Estimator in peak periods and vacation coverage.
- Adheres to Quality, Standard and other operating procedures as well as Health and Safety practices.
- Perform all other job-related duties as assigned.

Benefits to working at Bellwyck

- Comprehensive benefits program including health & dental benefits, life insurance
- Health Care Spending Account
- RRSP matching
- Profit sharing program
- Employee Assistance Program
- Peer-to-peer Recognition Program including various rewards (cash, gift cards, days off)
- Safety Shoe Allowance of \$175 per year
- Summer Hours
- Employee Events and Social Committee
- Paid Vacation Leave & Floater Days

Please send your resumes to HR@Bellwyck.com

With over 80 years of experience, Bellwyck has become the go to partner with some of the world's most successful and recognized brands across a range of areas including, Pharma and Healthcare, Cosmetics and Fragrance, Wine and Spirits, Confectionary and other premium brands. For more information about us, please visit **www.bellwyck.com**

We thank all applicants however only those selected for an interview will be contacted. In compliance with AODA, Bellwyck Inc, 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.