



9225 Leslie Street, Unit 5, Richmond Hill, ON, L4B 3H6 | 905-762-1414

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## Customer Service & Administrative Assistant

### Company Overview:

3G Print Group is a fast-growing flexographic printing and packaging company specializing in high-quality labels and shrink sleeves. Located in Richmond Hill, Ontario, we take pride in delivering exceptional customer service, innovation, and print precision across a variety of industries.

We are currently looking for a proactive and detail-oriented Customer Service & Administrative Assistant to support our operations. This is a multifaceted role that combines client care, administrative coordination, and light accounting duties to ensure the smooth day-to-day functioning of the office.

### Position Overview:

This position supports both the customer service and administrative/accounting departments, playing a key role in order processing, client communication, office administration, and minor financial tasks. The ideal candidate is organized, adaptable, and comfortable working in a fast-paced manufacturing environment.

### Key Responsibilities:

#### *Customer Service:*

- Serve as the first point of contact for customer inquiries by phone and email
- Prepare estimates, process customer orders, and manage job tickets using **Label Traxx**
- Provide order updates and delivery timelines to customers in a clear and professional manner
- Work closely with sales and production teams to ensure job specifications are accurate
- Address and resolve customer concerns promptly and courteously

#### *Administrative Support:*

- Maintain and update customer records, files, and production documentation
- Assist with generating shipping documentation, coordinating couriers, and tracking deliveries
- Help schedule pickups/deliveries and support internal communication between departments
- Perform general office duties such as answering phones, organizing files, and ordering supplies

#### *Accounting Support (Minor Duties):*

- Assist with preparing and sending customer invoices using **QuickBooks**
- Enter payables and receivables into QuickBooks and ensure records are up to date
- Help reconcile job costs and purchase orders
- Support month-end reporting tasks and basic data entry for financial documents
- Follow up on outstanding customer payments as directed



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**Qualifications:**

- 1+ years of experience in customer service, office administration, or a similar role
- Basic understanding of accounting principles and experience using **QuickBooks**
- Experience with **Label Traxx** or other print MIS/ERP systems is a strong asset
- Proficient in Microsoft Office Suite (Word, Excel, Outlook)
- Excellent communication and time management skills
- Highly organized and detail-oriented, with the ability to multitask
- Experience in the printing or manufacturing industry is an asset

**What We Offer:**

- Regular weekday hours (Monday to Friday, 8:30 AM – 4:30 PM)
- A collaborative and growth-focused work environment
- Competitive salary based on experience
- Opportunities for professional development in print, packaging, and business operations

**Benefits:**

- Dental care
- Extended health care
- On-site parking
- Vision care

**Ability to commute/relocate:**

- Richmond Hill, ON: reliably commute or plan to relocate before starting work (required)

**Experience:**

- office administration: 1 year (preferred)

**Language:**



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- English (required)

**Pay:** CA\$20.00 - CA\$23.00 per hour

**Job Type:** Full-time

**Work Location:** In person

Expected start date: October 1, 2025

Interested applicants can send resumes to: [info@3gprintgroup.ca](mailto:info@3gprintgroup.ca)

We look forward to hearing from you!