

Job posting – Customer Service Representative (Envelope division)

From award winning label and packaging solutions, to printed promotional materials, to direct mail, to envelope manufacturing ASL Print FX's goal is to enhance and protect our customers' brand. Based in Vaughan, our company's primary focus revolves around crafting highly embellished labels for industries such as Wine and Spirits, Health & Beauty, Food & Beverage, Promotional, and more.

ASL Print FX is part of the AWT Labels & Packaging family, a leading manufacturer of custom labels, flexible packaging, and precision converting solutions servicing Healthcare, Consumer Brand, and Technology clients worldwide. AWT employs nearly 650 associates across USA and Canada. AWT is the trusted partner for leading brands, delivering comprehensive, innovative, and sustainable solutions with exceptional quality, expertise, and responsiveness. More information about AWT can be found at www.awtlabpack.com

Customer Service Representative (Envelope division)

ASL Print FX has one opening for a permanent, full-time, Customer Service Representative (Envelope division); please note this job posting is for an existing vacancy.

Who you are:

- Proficient with Microsoft Office suite and generally comfortable with technology.
- Holder of a post-secondary diploma; a 2-year Technical Vocational degree in Printing technology or Graphic Communications Management is considered an asset.
- Experienced in Customer Service in a manufacturing environment
- Detailed oriented / problem solver
- Able to create and review technical documentation
- Excellent communicator (verbal and written skills)
- Able to achieve planned results by utilizing organization and prioritization skills.
- Safety-first attitude
- Team player with good time management skills
- Ethical worker

What ASL Print FX provides:

- Competitive compensation
- Comprehensive group benefits
- The opportunity to learn and develop professionally with a diverse team in an inclusive organization where everyone can succeed based on merit.

- Open corporate culture anchored on integrity, teamwork, adaptability and responsibility.

Primary responsibilities

- Receives and processes customer orders while ensuring that recorded data is accurate and matches customer's specifications.
- Liaises with internal departments to ensure customer satisfaction.
- Monitors customer orders through completion, providing information on job status and pricing.
- Produces a variety of reports, including open orders to facilitate their completion up to and including invoicing.
- Proactively updates customer information in CRM software.
- Provides customers with information about available products and services.
- Assists customers by responding to inquiries and requests.
- Builds positive relationships with customers by offering friendly and professional support.
- Visits customers' premises if needed to obtain orders, address concerns or to better assess customer's needs.
- Other duties as assigned.

Salary Range: CAD\$ 50,000 – 58,000

To Apply: Please send your resume and cover letter to hr@aslprintfx.com.

We are an equal opportunity employer and welcome and encourage all applications. Accommodations are available on request for candidates taking part in all aspects of the selection process.