



## **Sales Coordinator – eCommerce Packaging Division**

### POSITION SUMMARY

The Sales Coordinator (SC) is responsible for supporting the Packaging Division Sales team to create and maintain a trustworthy relationship with our valued clients by providing courteous, knowledgeable and timely responses to all customer inquiries. This includes following and enforcing the terms of the contract, processing transactions, and internally coordinating all customer orders and initiatives.

REPORTS TO: Sales Operations Manager, eCommerce Packaging

### RESPONSIBILITIES

- Develops and maintains a relationship with the client and an understanding of customer requirements and expectations
- Responds to all customer inquiries regarding delivery, specifications, order expediting, etc. and provides information in a timely manner
- Receives and accurately processes customer transactions such as orders, releases, or returns
- Communicates and implements all terms of sales contract and company policies (i.e. freight, minimum order, returns, etc.)
- Monitors orders through system, including regular order follow-up, to ensure timely delivery, and expedites as needed
- Collaborates harmoniously with internal manufacturing and support staff, as well as, external vendors throughout the order fulfillment and problem resolution process for customers, including: logistics, quality issues, credit collection and management, etc.
- Ensures ongoing customer satisfaction and resolves any complaints
- Responsible for keeping all contact and information systems up to date, accurate, and complete
- Performs other related duties and participates in special projects as assigned

### REQUIREMENTS

- Related coordination experience in a manufacturing environment is an asset. Printing, packaging, or paper converting education is a must.
- Highly organized and detail oriented
- Must have excellent organizational skills for fast paced, constantly changing environment
- Excellent interpersonal skills to develop working relationships with internal staff
- Good business communication skills; both oral & written
- Ability to handle difficult customers with diplomacy and tact

NOTE: This job description in no ways states or implies that these are the only responsibilities of this position. The employee will be required to accept additional responsibilities as deemed appropriate by the Manager.

SupremeX is committed to employment equity in compliance with the Employment Equity Act and other applicable legislation. We welcome and encourage applications from qualified women, men, visible minorities, aboriginal peoples, and persons with disabilities.

- Intermediate computer skills required in MSOffice, Microsoft AX experience an asset
- Ability to work independently, multi-task, follow-up, and meet tight timelines
- Effective time management skills and ability to adapt quickly to changing priorities
- Customer service focused
- Proven creative problem solving abilities
- Accuracy with managing data and attention to detail
- Able to perform business math (basic algebra, compute rate, ratio, etc.)
- Self motivated, enthusiastic, high energy, team player focused on the goals of the organization
- Pleasant telephone manner and professional appearance

### **About Supremex**

Supremex Inc., Canada's largest envelope manufacturer and growing provider of Packaging and specialty products. Our vision is to be recognized as a dynamic employee-orientation organization creating revolutionary ways of providing exceptional service to support low-cost quality products. We are an organization defined by the passion of our team and their belief in the company's growth and vast potential.

We're always looking for people who are enthusiastic and have energy to drive and push themselves further to find new avenues and unique ways of reaching our shared goals. If this opportunity sounds like the perfect place to start a career with Supremex – apply now and send your resume to [Brian.Burek@supremex.com](mailto:Brian.Burek@supremex.com) & [hr.central@supremex.com](mailto:hr.central@supremex.com).

To learn more about Supremex, visit us at [www.supremex.com](http://www.supremex.com)

Supremex is proud to be an equal opportunity employer. We thank all who apply, however, only those selected for an interview will be contacted.

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