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www.moorepackaging.com

Client Service Representative – Moore Packaging Corporation

Full-time

Barrie, ON, CANADA

We are Ontario's largest independent non-integrated corrugated packaging plant. We are focused on providing quality corrugated products, point of purchase displays, folding cartons, wood pallets and crates.

What we are looking for:

Education:

- Post-secondary education with a focus in business studies or related

Experience:

- Minimum 2 years' project coordination experience, preferably customer service exposure
- Minimum 2 years' business-to-business experience in manufacturing and/or flexible packaging is an asset

Qualification Competencies:

- Experience in project management from conception to delivery
- Detail oriented, organized, able to provide accurate information and work both independently as well as in a team environment
- Outstanding verbal, written and presentation skills with strong ability to multi-task
- Excellent Attendance Record
- Models Moore Packaging Corporation Core Competencies (Behaviours)
- Adaptable/enthusiastic to change and committed to corporate goals and objectives
- High degree of proficiency in the use of various computer applications, including Microsoft Office and Outlook
- Accountable and responsible to proactively and effectively resolve issues and deal with changes and interruptions
- Takes the initiative to improve the workplace

Work Environment

- Works well under pressure and able to excel in a fast paced, team environment
- Possesses a positive attitude and works well as a member of a team

Project Management:

- Liaising with Clients/Sales to identify and define project requirements, scope and objectives.
- Ensuring the Client's needs are met as the project evolves.
- Effectively and accurately communicate project information to the client and all internal departments.
- Quarterback internal project management software to ensure project is on track and address any issues that may arise.
- Obtain quotes from third party vendors as necessary.
- Prepare quotations for sales



Communication:

- Answers and investigates all incoming customer/sales enquiries (telephone and e-mail)
- Correspond with management and/or internal departments to achieve customer satisfaction
- Identify ineffective processes in an effort to improve electronic systems and department efficiency

Ordering:

- Enter all orders, verifying price, docket information, P.O., shipping and customer instructions
- Obtain revised pricing for active dockets upon request
- Review daily late list and communicate to customer/sales accordingly for next day shipments
- Follow-up on same day late and un-shipped orders and provide accurate and timely information for sales/customer
- Expedite and co-ordinate shipments for orders requiring earlier delivery dates than scheduled
- Enter and/or verify generated MCN for complete and accurate information to pre-production
- Retrieve and remove from production, all open orders pertaining to MCNs

Inventory:

- Enter all "build" orders for release based on customer inventory average, minimum safety and re-order levels, utilizing customer MRP, forecasting or other information
- Release all inventory to be shipped based on customer request
- Investigate and reconcile inventory discrepancies with internal departments where required
- Review, monitor usage, recommend and implement adjustments to safety and re-order levels
- Review monthly physical counts and implement disposition of over 30 day inventory
- Update inventory information for sales/customer

Quality:

- Initiate NCRs for internal and customer issues outlining all pertinent information
- Process paperwork for pick-ups and re-works on all non-conforming product
- Follow up on outstanding NCRs for completion, corrective action and information processing to customer

Accounting:

- Generate NCRs for credit/debit issues and co-ordinate appropriate back-up correspondence
- Co-ordinate short payment information for review with sales/customer to disposition regularly
- Rectify miscellaneous accounting issues for internal and customer/sales directed items

Please reply with resume and covering letter to: careers@moorepackaging.com

Accommodations for job applicants will be provided upon request during the recruitment, assessment, selection, and placement process.