



Customer Service Manager

Emmerson Packaging is a third-generation family-owned company. We are an industry leader in flexible packaging solutions and we love what we do! We pride ourselves on meeting and exceeding the highest quality standards in everything we do, including adding talented people to our team! This passion and pride, has won us the distinction of being named one of Canada's Best Managed companies for 9 years running.

Our Values say it best:

- We enhance our lives by helping others succeed
- We care about our clients, each other, and our communities
- We are responsible for the outcome of our actions
- We strive to do the right thing, even if it costs us

If you are awesome-and share our values, you should come work with us! Visit our website and apply today!

www.emmersonpackaging.com

Job Summary:

As a leader in the Customer Service team, you'll be an essential contributor to our success, and we'll look to you to grow our reputation and help our customers be successful. You'll manage and lead the Customer Service Department to ensure the customer receives consistent superior service and support.

Job Skills & Qualifications:

- Undergraduate degree
- Three years' experience in a management role
- Ability to use team-oriented problem-solving and team-building techniques
- Proven conflict resolution skills
- Strong time-management and organizational skills
- Ability to communicate effectively, both verbally and in writing
- Demonstrated strong attention to detail and a commitment to accuracy
- Strong interpersonal skills
- Preferred: Experience working with flexography and blown-film extrusion
- Preferred: Experience with SAP

What's in it for YOU?

- Competitive wages
- Comprehensive health and dental benefits
- Defined contribution pension plan
- Profit Sharing program
- Training and development support
- Being part of an awesome team

Interested candidates are asked to respond in confidence as follows:

Human Resources Department
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