



Account Coordinator – Customer Service

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 10 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 share our values, you should come work with us! Visit our website and apply today!

www.emmersonpackaging.com

Job Tasks:

- Develops, documents, and observes project timelines
- Maintains and communicates regular project status reports
- Gathers project information; initiates and facilitates project team meetings to ensure all parties are cognizant of project steps and requirements
- Works with implementation and production team to schedule and facilitate the flow of information in all project phases
- Communicates with customers to assess projects and determine ability to meet customer requirements
- Monitors project status; communicates to sales and customer service personnel
- Works with internal Graphics and Innovation and Research & Development departments to ensure project requirements are met

Job Summary:

As a member of 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 act as a central point for internal and external communication and quality control in the development and analysis of new products and processes.

Job Skills & Qualifications:

- Proficient in the use of Microsoft Word and Excel software programs
- 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
- Demonstrated project management skills

- Proven strong analytical and mathematical skills
- Good interpersonal skills
- Demonstrated strong customer service skills; must be service-oriented
- Preferred: Project Management diploma or three years' experience in a Project Management role
- Preferred: Experience with Microsoft Project
- Preferred: Experience with SAP
- Preferred: Knowledge of flexible packaging technology
- Preferred: Familiar with flexographic print disciplines

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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