



Customer Success Coordinator

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 Summary:

As a member of the Marketing 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 will be responsible for following up on the pre-approach email via phone and scheduling 8-minute presentations for the New Business Sales Executive.

Job Skills & Qualifications:

- High School diploma or equivalent
- Proficient in the use of Microsoft Word and Excel software programs
- Experience with Social Media platforms (LinkedIn, Twitter, Facebook)
- Strong time-management and organizational skills
- Ability to communicate clearly and effectively, both verbally and in writing
- Strong interpersonal skills
- Confident and comfortable interacting with all levels of management and employees
- Strong presentation skills
- Friendly telephone manner with a clear speaking voice
- Excellent keyboard skills
- Proven ability to take initiative and work independently
- Comfortable placing high volume of calls
- Efficient at multitasking in a fast pace environment
- Preferred: Post-secondary diploma or degree in Administration
- Preferred: Experience working in a target-based position
- Preferred: Experience working in a call center setting
- Preferred: Experience working with a CRM

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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