



Catalyst Group is a Canadian owned company that offers a one-stop solution by providing great products and decoration expertise. We support our customer's needs by shipping blank product efficiently and handling complex decorated orders with ease.

The in-house product decoration facility is equipped with high capacity screen-printing, embroidery, appliqué, and sublimation printing equipment, providing you a variety of ways to customize your product.

We are proud to partner with world-class brands. Our focused product offering allows us to give our brands the care and attention they deserve.

Duties & Responsibilities

- Managing 'orderdesk' emails
- Processing purchase orders/requests/web-orders
- Putting packing sheets in the tray for warehouse team to pick and pack
- Sending order/payment confirmation
- Notifying warehouse team about payments so orders can be released for shipping
- Notifying customers regarding backorder issues or special order styles
- Notifying customers of backorder release
- Sending emails to customers once order is ready for pick-up or when it would be
- Reporting the supervisor/manager when a discrepancy found
- Resolving customer's issues
- Issuing an RA number for returns when customers request
- Issuing a courier pick-up or sending out replacements when needed or requested
- Answering calls and responding to inquiries, providing with necessary information and/or taking down orders
- Directing new customers to the appropriate rep
- Forwarding decorated orders to the appropriate department
- Forwarding account set up forms to accounting department
- Communicating and coordinating with colleagues/ reps
- Booking or scheduling appointments
- Bringing issues to the appropriate person, i.e., technical issues, login, supplies, etc.
- Following up with PO receiver coordinator regarding incoming shipments
- Assisting customers in the showroom
- Helping coworkers when needed
- Scanning documents





Skill Requirements

Customer Service

- Able to work in a fast-paced environment
- Prompt replies to all requests
- Prompt communication with sales rep/customer on any delays
- Expedite all requirements – to ensure that we are proactively able to address any concerns/delays with the customer before due dates

Organized

- Creates and follows a plan for completing assigned work
- Maintains an organized work environment
- Manages and uses time efficiently
- Completes work on time
- Utilizes naming conventions in place
- Manages all information pertaining to customer in online library – filed by client – organized – easy to locate

Initiative

- Seeks assistance and asks questions when required to complete a task on time
- Seeks new opportunities/tasks once assigned tasks are completed
- Makes suggestions to enhance an established process

Attention to Detail

- Thoroughly reviews all tasks provided
- Dockets are prepared complete (nothing missed, no questions from production)
- Reviews any questions before the start of docket to ensure completeness of job submitted to the floor for production

Computer Skills

- Able to learn and use multiple new programs
- MS Office proficiency
- Utilize MS Excel to create and work within spreadsheets

