



Order Management Specialist / Account Support

Add Impact's success is due to its exceptional people. Our skills and passion are key to our business along with our commitment to a culture of teamwork and collaboration. If you are great with people and process this might be what you're looking for.

Position Summary:

Duties & Responsibilities:

- Process and manage all internal orders from submission to delivery, meeting Client and Account Managers expectations.
- Generate purchase orders and ensure instructions to our vendors have all the details needed to process orders.
- Ensure artwork requirements are met and manage all approval processes.
- Discrepancies are dealt with immediately, and daily resolution management to ensure accuracy and efficiency
- Track the processing of a high volume of orders with vendors and ensure proper delivery to client
- Manage logistics for each order.
- Work with allocated Account Managers to ensure the client's needs, event dates are met while maintaining company standards.
- Daily communication and follow up with internal/external stakeholders regarding order status.
- Contributing to systems development, overseeing processes and policies to ensure they are maintained
- Inventory Management

Knowledge, Skills & Abilities:

- Have a great attitude
- Strong interest in providing exceptional customer service
- Highly organized with strong multi-tasking and time management abilities
- Excellent interpersonal and communication skills
- Ability to work effectively both independently and in a team environment with a "get it done" approach
- Dynamic self-starter with the ability to think on your feet
- Time management skills with the ability to manage multiple time sensitive projects simultaneously

Education / Experience / Licensing:

- High School Diploma or Equivalent, (preferred)
- A minimum of 2 years' experience in the promotional product industry is an asset
- Strong Computer skills – MS office, (Word, Excel, Outlook, and Power Point)
- Industry Software – ASI Smartbooks and or Facilis Syncore an asset

Dynamic team, Great Benefits, Bonuses, Health & Wellness Incentives, RRSP Contribution Plan

YOUR COMPLETE Branding and Incentive Agency providing Promotional Products, Incentive Programs, Uniforms and more. From start to finish, we make it happen

Please check out our website at:

www.add-impact.com

If interested, please contact:

Cindy Taurian

Human Resources

905.850.2676 ex. 2220

or submit your resume to hr@add-impact.com