



**Enthusied about moving to the future of book manufacturing?
Webcom is looking for a Customer Care Specialist!**

Webcom is looking for visionary employees who thrive in a stimulating fast paced environment with growth potential. We are an equal opportunity employer and we provide a competitive compensation and benefits package.

About Webcom Inc.

Webcom is a leading Canadian print solutions provider servicing the North American market for over 40 years. With a long history of technology leadership, Webcom offers innovative print solutions to address the challenges of high inventory and production costs. Webcom has invested \$30 million in new digital inkjet presses, frontend technology and finishing equipment since 2011. Webcom operates out of a 170,000-square foot manufacturing plant located in Toronto and employs 200 people.



This role is ideal for an individual who strives to satisfy customers. The Customer Care Specialist is the point of contact for both pre and post sales external customer care needs.

Required Skills & Experience:

- Diploma or degree in Business Administration, Graphic Communications Management, or related field of study
- Previous customer service experience in print/book manufacturing considered an asset
- Previous print manufacturing experience is an asset
- Customer service focus
- Strong interpersonal, verbal and written communication skills
- Organized and detail oriented
- Able to prioritize and juggle multiple tasks
- Positive attitude and team player mindset
- Able to work from 8:00 a.m. until 4:00 p.m.

Key Responsibilities:

- Internally, the Customer Care Specialist will support the Sales team with administrative tasks
- Support business planning including CRM maintenance, quote creation, system data entry and inventory management
- Act as a first line responder when any pre or post sale customer care issues arise
- Generate quotes for Account Executives.

Please submit your cover letter and resume to human.resources@webcomlink.com noting the job title. Only those selected for interview consideration will be contacted. Webcom encourages applications from all qualified candidates. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, should you require accommodation in the interview and selection process please provide your accommodation needs in advance. You may also be required to submit adequate medical/other documentation to Human Resources to support your request for accommodation. Check us out at www.webcomlink.com/careers !