

Position: Decoration Order Management Administrator - Permanent

Location: WFH (Work from Home)

Closing Date: August 9, 2024

We are currently looking for a **Decoration Order Management Administrator** to join our team to report to a Decoration Services Manager. The Administrator is a vital and supportive member of the Decoration team. Administrators will be responsible for maintaining information and assisting with process improvement and reporting that will be an integral support to the departmental functions. The ideal candidate must have superior organizational skills, vast knowledge of processes and procedures, and a meticulous approach to detail.

Key Responsibilities:

- Emphasize the importance of teamwork in achieving our goals efficiently and effectively, leveraging each team member's strengths and ideas.
- Execute reporting using several platforms and extrapolating data
- Consistently provide reports as requested on a daily/weekly/monthly/periodic basis.
- Identify trends in reporting
- Assist with maintaining existing orders and credits
- Ensure errors are reported and actioned to the appropriate group.
- Foster relationships with team members while working independently.
- Provide feedback for process improvement.
- Assist with process improvements including but not limited to process testing
- Communicate essential information with management and team leads.
- Ensure business goals, deadlines, and performance standards are met.
- Other duties and projects as required by the department manager.

Qualifications/Requirements:

- High School diploma or GED required. (college diploma preferred)
- Minimum 2 years, or equivalent experience with Order Management. (or equivalent skills for outside applicants)
- Strong English written and verbal communication skills and customer service skills.
- High proficiency in Microsoft Excel
- Experience with Tableau an asset
- Results-driven and must thrive in a fast-paced environment with many competing priorities and deadlines.
- A positive, proactive approach to completing tasks
- Strong technical skills to efficiently utilize multiple software programs and platforms.
- Creative problem solver and empathy towards customers and teammates alike.
- Strong attention to detail and excellent analytical skills.
- Strong time management skills while working efficiently with minimum supervision.
- Strong interpersonal skills to work effectively with internal departments.
- Flexibility to work 37.5 hours per week/7.5 hours per day, shift will be between 8:00 am to 8:00 pm (Monday - Friday)

We Offer:

WFH (Work from Home), Medical, Dental and Extended Health Care Benefits, Groups Registered Retirement Matching Plan, Product Discounts (Under Armor, Puma, Champion, Columbia extra), Training and Mentoring Program

How to Apply:

Interested applicants please submit your resume and cover letter via online on Indeed or to the alphabroder Human Resources Department by applying through Indeed or by visiting www.alphabroder.ca/careers for the HR email address. **Please indicate** in the email subject line “**Decoration Order Management Team Lead - Application**”. **Closing Date: August 9, 2024 (apply as soon as possible).**

It is the policy of alphabroder, as an equal opportunity employer, to attract and retain the best qualified people available, without regard to race, color, religion, national origin, gender, sexual orientation, age or disability.

Accommodation is available for applicants, including those with disabilities, throughout the recruitment process. Please contact Human Resource- at (905) 787-5673.

We thank all applicants for their interest in advance and advise that only candidates being considered will be contacted. **No telephone calls or agencies please.**