

Position: Decoration Order Management Team Lead - Permanent

Location: WFH (Work from Home)

Closing Date: August 9, 2024

We are currently looking for a **Decoration Order Management Team Lead** to join our team. Reporting to a Decoration Services Manager, the primary objective of this role is to be a strategic and supportive partner for the Deco Management Team, assisting with creating solid and successful relationships with internal and external customers. The ideal candidate must have superior organizational skills, vast knowledge of processes and procedures with a detail-oriented approach.

Key Responsibilities:

- Emphasize the importance of teamwork in achieving our goals efficiently and effectively, leveraging each team member's strengths and ideas.
- Execute reporting regarding the team workflow adherence, including but not limited to scorecards and adherence reports.
- Monitor schedules and reports, making minor adjustments in coverage when SLA is not being achieved.
- Monitor their team members' work performance and report potential improvement areas.
- Provide the materials and tools needed to succeed and train when needed.
- Document recognition/rewards for progress and growth.
- Ensure all errors are reported and actioned to the appropriate group.
- Foster relationships with team members while working independently.
- Provide training for process improvement.
- Document and escalate system-related issues and functionalities.
- Communicate essential information between management and employees.
- Ensure business goals, deadlines, and performance standards are met.
- Report performance records and evaluations to senior management and HR.
- Other duties/projects as required by department manager.

Qualifications/Requirements:

- Minimum 2 years, or equivalent experience with Order Management. (or equivalent skills for outside applicants)
- Strong knowledge of Decoration specific to promotional products.
- Strong English written and verbal communication skills and customer service skills.
- Results-driven 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 good analytical skills.
- Ability to manage time and work 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 available between 8:00 am to 8:00 pm (Monday - Friday) as well as working some Statutory Holidays

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.**