



Find Your Career

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At ECHOtape, You're Like Family

We believe people are our greatest resource. Our success is truly built upon the combined efforts of every member of our team and their interactions with each other and our valued customers.



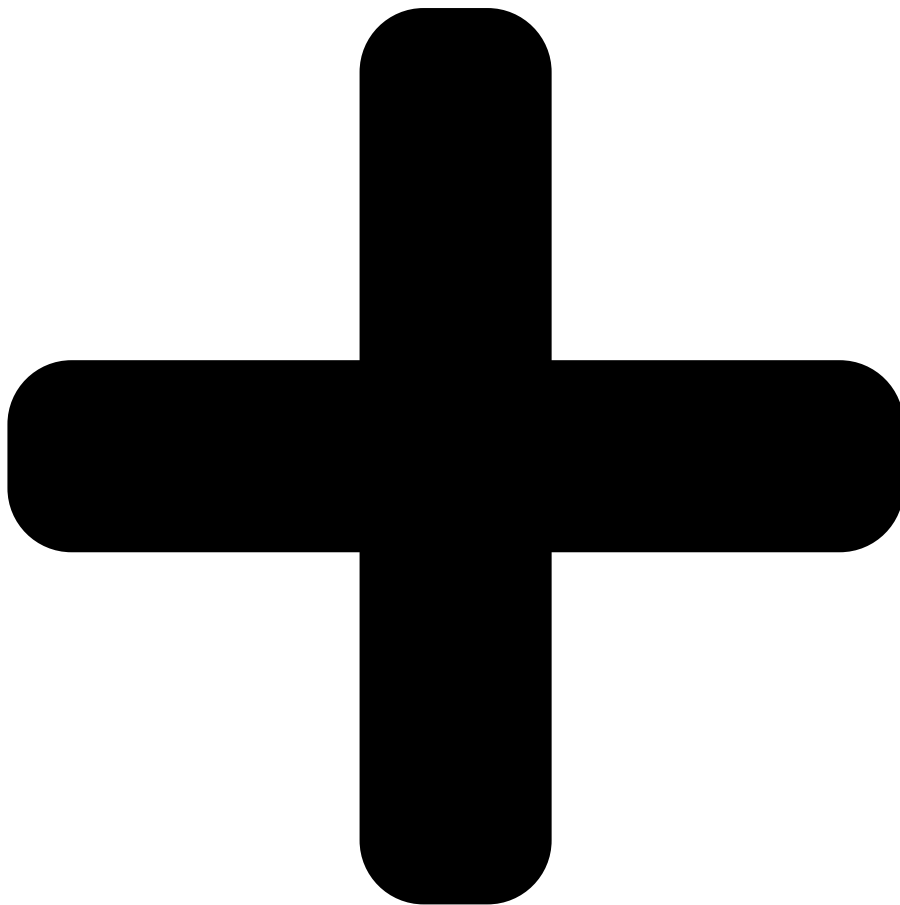


Join Our Team

A career at ECHOtape offers a rewarding opportunity for personal and professional growth. We're always looking for individuals who embrace our company culture of entrepreneurialism, dedication, and respect. We value and promote [diversity and inclusion](#) in the workplace and we are an equal opportunity employer.

When you join our team, you'll enjoy a challenging and fulfilling work environment where you're encouraged to voice your opinions, take risks, and maintain a healthy work-life balance. We offer competitive salaries and benefits.

Current Openings





Customer Service Manager FULL-TIME

Mandate: To deliver an outstanding customer experience that directly supports the organization's corporate objectives and strategies.

Responsibilities:

- Manage and lead a team of customer service representatives, providing guidance, training, and support to ensure the delivery of exceptional customer

service

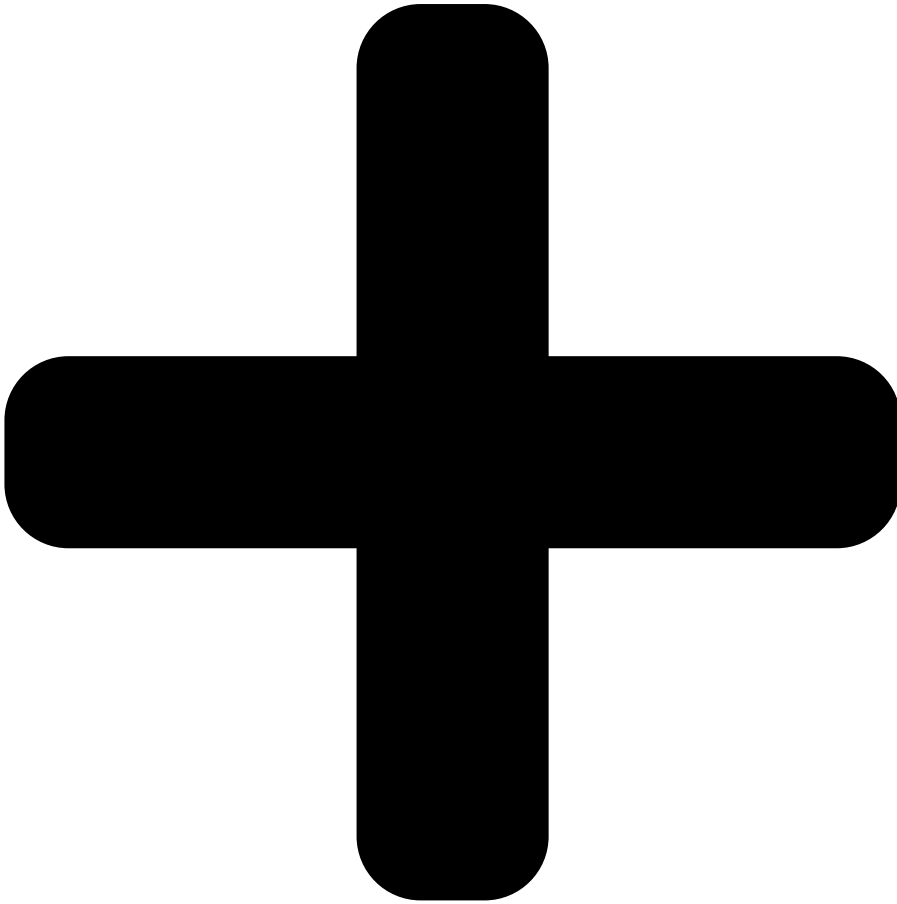
- Oversee order entry processes to ensure accuracy, timeliness, and compliance with company policies and procedures
- Act as a liaison between the customer service department and sales and marketing teams, facilitating communication and collaboration to meet customer needs and drive revenue growth
- Develop and maintain strong relationships with key customers, acting as an advocate for their needs within the organization
- Collaborate with cross-functional teams, including supply chain, logistics, and distribution, to resolve customer issues and address any challenges that arise
- Develop and implement strategies to optimize customer service processes and procedures, focusing on efficiency, effectiveness and continuous improvement
- Monitor key performance indicators (KPIs) related to customer service, such as response times and resolution rates, and implement corrective actions as needed
- Stay informed about industry best practices and emerging trends in customer service management and recommend strategies to maintain our competitive edge

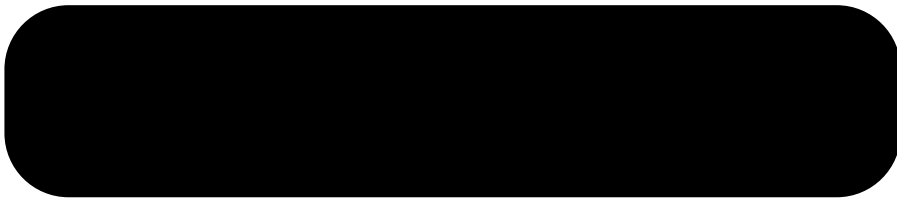
Qualifications:

- Minimum of 5-7 years of experience in customer service management, preferably in a manufacturing or industrial environment
- Proven leadership experience, with the ability to

motivate and inspire a team to achieve goals and objectives

- Strong understanding of CRM and ERP systems, eCommerce platforms
- Excellent proficiency in Microsoft Office Suite
- Excellent communication and interpersonal skills, with the ability to interact effectively with internal and external stakeholders at all levels
- Strategic thinker with a track record of developing and implementing initiatives to improve customer service operations





Customer Service Representative FULL-TIME

Mandate: Offer existing and new customers the highest level of service through an organized and efficient environment, sound teamwork and strong work ethics. Support the sales team in generating new business while protecting existing customers and revenue

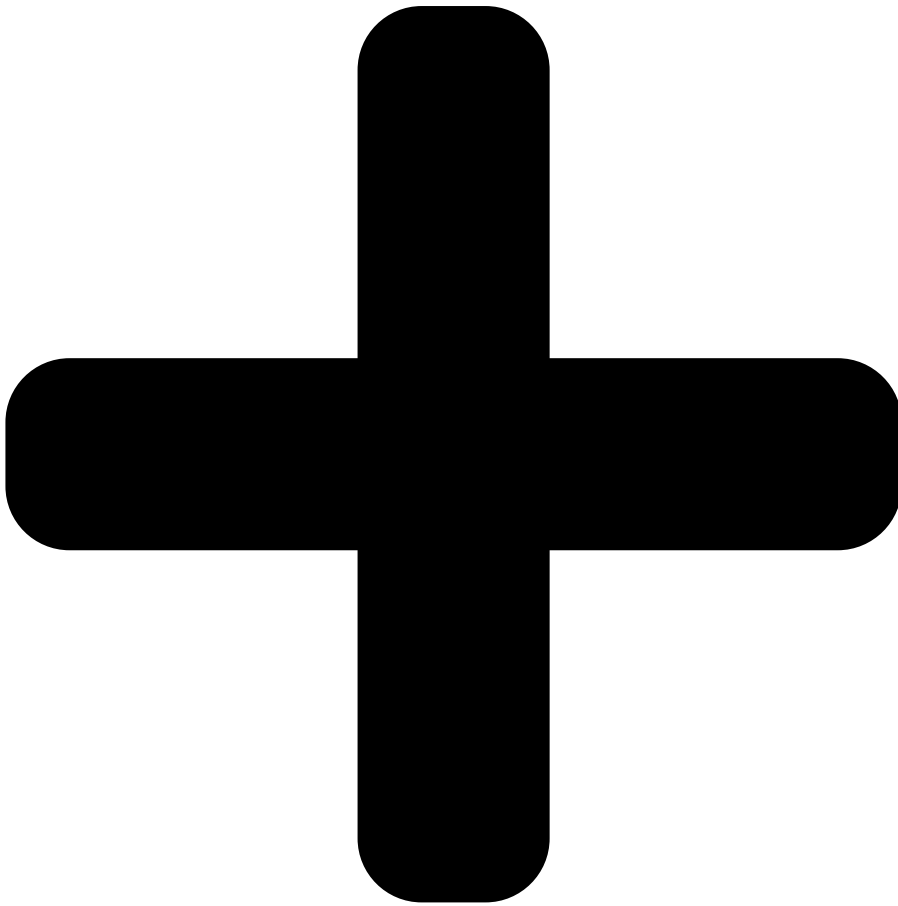
Responsibilities:

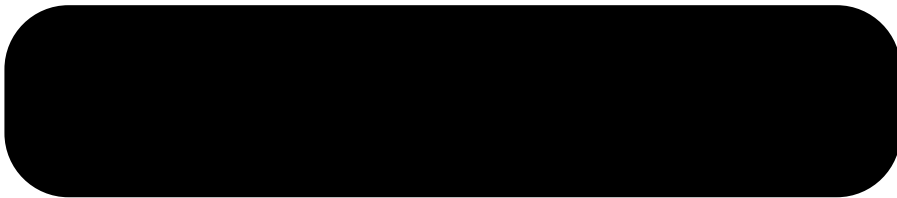
- Develop and maintain relationships with assigned Account Executives and identified customers

- Provide strong account management to customers and secure recurrent business
- Stay informed of key markets, product mixes, and product changes
- Address and resolve customer inquiries in a timely and professional manner
- Analyze customer information and patterns to optimize service to customers
- Perform various tasks related to the Department as required

Qualifications:

- 3-5 years of Industrial service experience
- Strong verbal and written communication skills
- Autonomous, detail oriented with excellent problem-solving skills
- A solid team player with the ability to build long standing relationships
- Excellent knowledge of MS Office365, ERP and CRM programs
- ECommerce experience a strong asset
- Fluently bilingual an asset





Credit and Collection Analyst FULL-TIME

Mandate:

Manage the financial risk of all customers by opening new accounts, establish appropriate credit limits, maintain and collect outstanding receivables, approve customer orders, and apply cash as required. This role supports the overall corporate strategic objectives to grow our customer base and maintain a healthy cash flow.

Responsibilities:

- Proactively analyze credit limits and assess risk of all active customers
- Review, approve and open new accounts while adhering to company policy
- Maintain the accuracy of all customer documentation including all sales tax certificates and company information
- Collect outstanding customer accounts to ensure timely payments
- Review and approve orders on credit hold
- Apply and process payments, including checks, EFT's and credit cards
- Work closely with Sales, Service and Management to help exceed customer expectation
- Work as a team to help achieve collection objectives and companywide targets
- Act as a backup to colleagues, when required

Qualifications:

- Minimum of 3 years of credit and collections experience
- Strong analytical skills in investigating and resolving discrepancies
- Ability to research and read financial information, including financial statements
- Strong problem-solving skills and a sense of urgency
- Excellent communication and interpersonal skills
- Proficiency with MS Office 365

Start Your Application

Click Apply Now to fill out the application form and upload your resume. We'll get back to you soon.

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