

**Concord Marketing Solutions** is looking for a professional and motivated individual to join our team as an **E-Commerce Services Assistant** in our Glendale Heights, IL office.

The **E-Commerce Services Assistant** will work closely with our customer service team, warehouse, hard goods and embroidery departments to print, collate and distribute orders to the various departments. This position will also assist in correcting any shipping addresses as needed and inform the warehouse of any order changes. The ideal candidate will have previous administrative or support experience, proven multi-tasking ability, good organizational skills and a keen eye for detail and accuracy. If you are a motivated self-starter who enjoys supporting various departments in a fast paced environment, this position is for you!

Concord Marketing Solutions is a growing promotional products distributor, providing full-service corporate identity offerings. Our expertise in online store programs, incentive and recognition programs, custom packaging, fulfillment and international sourcing make Concord a preferred supplier of choice. We pride ourselves in our commitment to our clients' needs through a wide selection of quality products, creative solutions and excellent customer service. Concord is honored to have earned a spot on **Promotional Products Business Magazine's list of 60 Greatest Companies to Work for in 2017**.

#### **What's in it for YOU:**

- A company culture that promotes teamwork and work-life balance
- Great benefits include medical (BCBS PPO), dental, vision, a company-funded Health Savings Account
- An IRA with a company match
- Paid time off
- A generous holiday schedule
- Company events and outings
- Casual and friendly work environment

#### **Responsibilities:**

- Print, collate and distribute all orders to various departments.
- Make sure all orders accurately match with log.
- Correct any address issues by researching online or by contacting the customer prior to being sent to the shipping department.
- Contact the customer regarding any shipment issues that may arise due to the nature of the product being shipped and shipping requirements.
- Work with the warehouse team on any canceled orders or for orders that require additional information prior to shipping.

- Organize and file orders and paperwork as needed for future reference.
- Create packing slips for specific client orders.
- Print custom labels for all event and/or hotel orders.
- Understand and follow client requirements as it relates to orders and shipments.

### **Knowledge and Skills:**

- Exceptional organizational and multi-tasking skills
- Strong attention to detail
- Excellent written and verbal communication skills
- Proven ability to handle multiple projects simultaneously
- Motivated to complete tasks accurately and by deadlines
- A self-starter with the ability to work both independently and part of a team to complete tasks
- Must be proficient in Microsoft Office (Word, Excel, Outlook) and web/internet navigation

### **Education and Experience**

- High School degree or equivalent
- Minimum of 1 to 3 years of previous professional experience
- Previous administrative, clerical, support or customer service experience
- E-Commerce and/or industry experience a plus
- Experience working in a fast-paced environment

Find out more about Concord Marketing Solutions at [www.concordms.com](http://www.concordms.com)

To apply, please send your resume and cover letter to [careers@concordms.com](mailto:careers@concordms.com)