



## **Shipping and Receiving Team Lead**

at StickerYou  
Toronto, Ontario

### **About StickerYou**

StickerYou is a global e-commerce leader in custom-printed, die-cut products that empower businesses and consumers to create professional-grade materials for marketing, packaging, décor and personal expression. Founded in 2008, StickerYou is an influential e-commerce trendsetter, using proprietary die-cut technology to create customized stickers, decals, iron-ons, badges, patches, labels, magnets and more in orders of one - to hundreds of thousands.

Fueled by a creative and passionate team, StickerYou is dedicated to growing the most engaged and talented people in Toronto, Canada.

### **The Role**

Reporting directly to the Manager, Production. This position will be responsible for maximizing customer satisfaction by leading the shipping team while optimizing productivity and outputs. This position will be responsible for maintaining a continuous workflow across the shipping team of the production environment and identifying problematic situations and preventing escalation. This role requires someone with strong attention to detail, dependable multitasking skills who can work quickly under pressure and in a demanding and fast-paced environment. The ideal candidate brings strong problem-solving skills, the ability to apply critical thinking to a vast range of scenarios and work as a role model for their team.

### **Your Key Attributes**

**Problem Solving Aficionado:** You've demonstrated problem solving skills, good attention to detail. You have strong knowledge of Microsoft Office, including Excel and Word and have basic mental math skills

**Have High Standards :** You have a strong attention to detail, are organized and self-motivated. You ensure high standards of quality and efficiency, adhering to standard operating procedures, quality test methods, and quality assurance processes.

**Are Safety Focused:** You maintain a safe and clean working conditions with regards to equipment, chemicals, materials used and environment. You are prepared to safely perform

manual labour and can lift up to 40 lbs. You also have the ability to stand for the duration of an 8 to 10 hour shift.

**Strong Leader:** You're strong leadership skills always engage and motivate the other people you work with. Your team can rely on you to be there when they need you.

**Aptitude for learning:** You are a quick learner who takes every opportunity to find new and better ways to do things. You are eager to continuously expand your knowledge on print production operations.

## What you'll be doing

Shipping and Receiving Responsibilities:

- Receiving, storing, and distributing materials, tools, supplies, and products
- Tracking and documenting incoming/outgoing shipments and preparing items for fulfillment
- Ensuring customer satisfaction by periodically auditing print and cut quality
- Creating shipping and receiving transactions for reporting, accounting and record keeping purposes i.e. post transactions to sales orders

Team Lead Responsibilities:

- Promoting collaboration and open communication across all teams to maintain an efficient and productive workflow and achieve daily productivity goals/KPI's
- Staff training, observation, and evaluation of shipping team for performance appraisals
- Completing special projects as assigned by production management
- Participating in the hiring process during the resume screening process

## Key Sills:

- Familiarity with Canada Post / USPS / UPS / DHL / FedEx / ChitChat (bonus) Warehouse software (bonus)
- Experience working with US customs/clearance
- Knowledge of waybills and bills of lading graphic art/design, shipping automation/software (bonus)

## Reasons to work at StickerYou:

- A high-growth company
- Strong leadership team
- Company-wide positive energy that's infectious - people enjoy coming to work every day!

- Fast-changing environment with ample learning and growth opportunities
- Growing a global Canadian brand
- Strong corporate vision to make small companies “Better”
- Ability to serve a large variety of small and medium sized businesses in many segments
- Canadian company with local manufacturing thereby supporting our local economy
- Experience with cutting edge e-commerce and customization technology
- Fun work atmosphere including Beer Fridays, Goal Hitting Pizza Days, etc.

If you're interested in applying for this position, please send your resume to [careers@stickeryou.com](mailto:careers@stickeryou.com)