



## **BlackTrax Shipping Assistant**

### **About CAST**

CAST Software has been in business for over 23 years, and today we deliver the modelling, design, and previsualization software tools of choice to professionals in the lighting design and events & entertainment production industries. We are driven by innovation, passion, creativity and technology and love to see the results of our work in theatre, concerts, TV, and film. At CAST, we're about big brains, not big egos!

You'll be part of a small team working on the deployment of our multi-award winning BlackTrax system, that is already changing the entertainment industry and the way productions work. BlackTrax does this by delivering real-time 6D tracking solutions. This allows for unleashed creativity on productions while simultaneously making them more efficient and cost effective.

More about the BlackTrax Product, please visit our website: <http://blacktrax.cast-soft.com>

### **About the Position**

As a **BlackTrax Shipping Assistant**, you'll be part of a small team working on the assembly and deployment of our multi-award winning BlackTrax system. BlackTrax functions by delivering real-time 6D tracking solutions, this allows for unleashed creativity while making productions more efficient and cost effective.

The job is a position of many hats as you you're involved in every stage of the order fulfilment lifecycle. More specifically, you'll be preparing and quality checking all systems components, shipping domestically and internationally, fulfilling Return Merchandise Authorization (RMA) requests (entering, analyzing and identifying trends) and much more.

Our teams are very busy and can certainly use the help! Here are some of the day-to-day tasks and long-term projects that you'll carry out or participate in:

**Inventory Management** – Working with other team members to record and organize the flow of all inventory movement. Analyzing inventory movement trends and planning for the future as to meet our customer's timelines. Looking at the upcoming potential system sales and preparing a detailed list and schedule of dates for restocking on a weekly basis.

**Quality Assurance** – Assisting with product testing and product construction. As we near a system shipment, an extra hand is always welcomed for quality checking. As an BlackTrax Shipping Assistant, you will assist the BlackTrax team with verifying that all equipment is configured correctly and operating as expected. In general, you will also ensure that the hardware meets our quality standards before we release it to any of our customers.

**International Shipping** - We ship our systems worldwide to major shows and customers, you'll be required to correspond with multiple shipping companies and their respective contacts. You will become well-versed using multiple shipping company's software to ship and track packages as per their specific procedures.

**Return Merchandise Authorization Requests (RMA)** – Inputting and tracking all incoming and outgoing RMA requests. This requires a well-organized mindset as you'll be in charge of recording all details of each specific RMA. Reporting on problematic RMA trends, documentation and recording all reported problems, and contacting clients with updates about their requested RMA hardware.

As you can see, the **BlackTrax Shipping Assistant** is a pivotal member of the team as he/she is involved in various stages of the BlackTrax system preparation and construction, your ability to work effectively in a team environment, and communicate your thoughts verbally and written are essential to this position.

## Requirements

- Minimum of 3 years of experience working in a professional environment of customer relations, quality assurance, product testing, and/or customer support
- 1 year experience in a position requiring system data input, verification, reconciliation, and a high level of accountability for accuracy of detailed data required
- High School Diploma
- Demonstrated proficiency with Microsoft Office software (Outlook, Word, and Excel)
- Able to lift 50+ pounds without restriction
- Bonus: Previous experience using FedEx, UPS, and DHL

## Here are the key soft skills we're looking for:

- Great communication, both oral and written.
- Excellent math and accounting
- Outstanding interpersonal skills
- Strong analytical and organizational skills
- Proven ability to work independently and within a dynamic team environment
- Ability to manage time effectively to deliver on multiple projects in a fast-paced, deadline-driven environment
- Creative, practical, investigative, problem solver, self-starter, driven
- You are passionate about what you do and take initiative!

## Location:

CAST is located at 35 Ripley Avenue, Suite 1 on the southwest side of Toronto, ON (Tel: 416.597.2278). You can drive, or take TTC (Queen streetcar to South Kingsway and walk a block or the subway to Runnymede and a short bus ride), or bike it in the summer.

## Contact:

Please email questions and resume to [HR@cast-soft.com](mailto:HR@cast-soft.com) . We will reply to you if you have been shortlisted.