

## **Client Services Manager**

### **The Details....**

This position manages all aspects of job orders in conjunction with the client and internal staff such as sales/marketing, prepress, operations, etc. The primary responsibility is to maintain work flow to ensure the quality and timeliness of projects to meet or exceed customer expectations.

- Monitor job status & maintain work flow by working closely with Account Executives, production personnel & customers.
- Create/obtain a job plan order, assign to a job in order entry, ensure the plan is priced & resolve production or cost deviations.
- Facilitate planning/communication with prepress, scheduling, production, mailing, scheduling & purchasing personnel.
- Communicate with customers to obtain answers to questions raised by production staff.
- Communicate with internal staff to obtain answers to file preparation and production-related questions raised by the customer.
- Communicate all job status updates directly with customers, Account Executives, scheduling and purchasing.
- Route proofs & coordinate customer press checks; ensure proofs are returned in a timely manner to maintain schedules.
- Share workloads with Client Service Managers to assure even workflow to production; work in other departments as needed.
- Perform other duties as assigned.

### **Qualifications & Requirements:**

- Minimum of a High School Diploma or equivalent; Bachelor's Degree preferred.
- Experience in the printing industry or other graphic arts field a plus.
- Excellent verbal, written, interpersonal and organizational skills.
- Proficiency in math is desired.
- Highly motivated; self-starter.
- Ability to work well under pressure and within tight deadlines.
- Ability to multi-task and prioritize.
- Working knowledge of PC platform/business software; familiarity with Mac a plus.
- Ability to use voice mail, e-mail and other office communication systems.
- Ability to sit at a computer workstation for extended periods of time.
- Meet with customers occasionally off-site as required.
- Strong problem solving ability and communications skills required.