

JOB DESCRIPTION

Job Title: Client Services Manager

Department: Sales & Marketing

Supervisor: Therese Gulbransen

Supersedes Date: 08/08/2016

FLSA Status: Exempt

Revision Date: 8/23/2021

Job Summary: 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.

Job Duties/Responsibilities:

- Monitor job status and maintain work flow by working closely with Account Executives, production personnel and customers. This includes having a complete understanding of all aspects of the customer's projects.
- Create or obtain an accurate job plan for each order and assign to a job in Order Entry. Ensure that the job plan is priced. Resolve any production planning or cost deviations that occur between original estimate, if one exists, and final job plan.
- Facilitate production planning communication with appropriate personnel, including (but not limited to) prepress, scheduling, production and mailing managers; communicate any outside service requirements to scheduling and purchasing manager.
- 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 and coordinate customer press checks. Ensure that proofs are returned in a timely manner to maintain production schedule.
- Actively seek shared workloads with other Project Managers to assure an even flow of work into production. Work in various capacities as needed, and in other departments as workload dictates.
- Perform other duties as assigned.

Qualifications:

- 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.

Physical / Mental / Technical Requirements:

- 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.

Relationships:

Daily contact with both established clients and potential clients. Regular contact with internal staff such as Account Executives and all department staff as needed to meet customer demands.

Scope:

To maintain a competitive position, APC is required to continually monitor, evaluate and improve processes. All employees have the responsibility to actively contribute to the company's continuous improvement process and are encouraged to approach any manager with suggestions or concerns.

This job description is a summary only. Employees may be asked to perform any other duties as required.