

<b>Title</b>	Digital Print Client Services Representative	<b>Exempt</b>
<b>Reports to</b>	Manager, Client Services Department	<b>Date last revised:</b> July, 2010
<b>Summary</b>	<p>The Client Services Department serves as the conduit between the sale of a job and its production, ensuring the job is produced according to client specification and expectations. Functions within the Department include job estimating, planning, scheduling, project management, account management, and purchasing. The personnel of the Client Services Department support the company goals of quality, customer satisfaction and profitability by performing accurately, timely and productively in assigned roles within the department. The personnel will also interact positively and professionally with customers, vendors, and other company employees.</p> <p>Individuals with the Client Services Department are assigned one or more specific functions, with the goal of learning the majority of functions for maximum cross-functional production. Daily responsibilities and account assignments may shift from time to time as requested by the Manager of Client Services.</p>	
<b>Key Tasks</b>	<p><b><u>Project Manager/Client Services Representative</u></b></p> <p><i>This position contributes of the company’s goals of quality, customer satisfaction and profitability by efficiently and effectively preparing jobs for planning and overseeing their progress through the production phase to meet established schedules. The Project Manager serves as the conduit between the Account Executive (sales) and production (prepress, press room, bindery and shipping) to ensure that the job is prepared according to customer specifications and expectations.</i></p> <p>Electronically places the order into the system, ensuring all information is complete and accurate, e.g. due date, type of proof, etc. If the information is not readily available, the Project Manager takes steps to retrieve the information either from the Account Executive or directly from the client.</p> <ul style="list-style-type: none"> <li>• Schedules and facilitates pre-production meeting on difficult projects.</li> <li>• Communicates any special client needs to manufacturing.</li> <li>• Notes and communicates any special instructions to prepress and the pressroom, as well as special finishing instructions, special labeling, packaging, etc., to the Bindery Department.</li> </ul> <p>Ensures that the way the job is “sold” is the way the job is received from the client (i.e. electronic file) – verifies that the job matches what is quoted. In the case of discrepancies, notifies the Account Executive and obtains a new quote.</p> <p>Initiates production by turning the project into preflight.</p> <p>Ensures the schedule is met by routing and managing the proof process. Ensures that the customer reviews and approves the proof according to schedule.</p> <p>Prices and enters any changes on orders into the system, notifying customers or changes.</p>	

<p><b>Key Tasks (cont.)</b></p>	<p>Tracks the progress of all jobs according to the established schedule and proactively communicates to the Account Executives and/or customers in the event of issues or problems. Revises due dates as changes are made to ensure the system has up-to-date, accurate information.</p> <p>Ensures the job envelope contains all pertinent documents, e.g. purchase orders, e-mails, etc., and forwards to accounting upon completion of job for invoicing.</p> <p>Regularly communicates with clients, vendors and other company employees to answer questions, follow up, gather additional information, etc.</p> <p><b><u>Account Manager</u></b></p> <p><i>This position performs all the duties of a Project Manager/Client Services Representative. In addition, the Account Manager has responsibility for managing a select number of client accounts, which involves making personal visits to the client's office and providing close supervision of those accounts.</i></p> <p><i>This individual is the first line of contact for the client and requires more face-to-face interaction than the Project Manager. In many cases, the Account Manager is considered the "sales person" for a particular client.</i></p>
<p><b>Critical skills, knowledge, and behaviors</b></p>	<p><u>Technical:</u>  Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (email).  Able to read, interpret, and use sketches, diagrams, forms, and other visual instructions in order to perform required work.</p> <p><u>Behavioral:</u>  Demonstrates effective verbal and written communication skills.  Able to effectively communicate with a variety of individuals with diverse backgrounds, education, economic levels and roles  Demonstrates active listening skills.  Demonstrates customer service orientation.  Able to negotiate with and influence others.  Able to resolve conflicts.  Effective analytical, problem solving and decision-making skills (can gather and analyze data and information and draw conclusions). Able to think logically and analytically.  Proactive in anticipating and altering others to problems with projects or processes.  High detail orientation and accuracy.  Take initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up. Able to juggle multiple requests and meet multiple deadlines.  Performs responsibilities efficiently and timely.</p>
<p><b>Education, experience</b></p>	<p>2 years post-secondary education, preferably with classes in graphic arts, project management, marketing, or communication or comparable experience.</p>

<b>Physical demands</b>	Must be able to visually detect printing imperfections, including color variations. Must be able to work proficiently with general office equipment, including computers, copiers, telephones, etc.
<b>Work environment</b>	Work is preformed in an office environment. Requires going into the areas of the plant frequently