



Employment Opportunity

Position Title: Client Service Representative

Job Type: Full Time

Shift: Days

Year(s) Experience: Minimum 2 Yrs (Litho / Digital /Direct Mail Print Environment)

Date Posted: May 28/07

Job Summary: This position will provide a central source for the transmission of information regarding live production orders between Sales, Customer, Manufacturing and External Suppliers. This position liaises between sales and manufacturing to ensure that client's requests are performed on a timely basis and to their specifications.

Reporting to the Production Manager the successful candidate will be responsible for:

- Verifying the specifications of an order against the estimate, docket and letter of quotation, eliminating any potential problems.
- Preparing all required information for manufacturing process including docket, layouts, prepared mock up, imposition and purchase order requisitions
- Ensure customer satisfaction by being proactive in all areas; from receipt of order, material due dates, production requirements, print quality, delivery of product, and invoicing
- Ensure all departments are made aware of customer changes and/or special requirements, via change order, docket, etc.
- Analyze situations/problems and co-ordinate/implement solutions in the most cost efficient manner to both internal and external customers.
- Monitor the status of an order as it proceeds through the various manufacturing processes.
- Provide updates to Sales Representative on status of job as it proceeds through production
- Adhere to Health and Safety Policy and procedures and to report all unsafe and unhealthy work conditions

Skills & Abilities:

- Technical knowledge of the digital and litho printing industry
- Awareness of general bindery operations
- Knowledge of Direct Mail work flow
- Strong interpersonal skills
- Must be able to meet timelines and work under pressure
- Exceptional oral and written skills are imperative
- Good computer skills
- Proven ability to work under time constraints and deadlines
- Superior attention to detail
- Organized, initiative and self motivated
- Team Player

Experience:

- 2+ years experience
- Proven decision making ability

Education:

- University or community college designation in Graphic Arts or related industries and basic knowledge of printing processes and terminology

Interested applicants please forward resume to Michael Corbett via email or hard copy by **June 15/2007**
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