



Account Manager/Customer Service Representative

Job Description

Full time/Regular

Extremely competitive commensurate with experience.

Plans and coordinates the production of packaging projects in order to achieve the objectives of the service agreement in compliance with customer expectations, profit and quality requirements. Must have experience working on food and beverage packaging projects and understand the related issues and regulations and have the proven ability to work with different personalities under tight deadlines. This position serves as the key liaison between customers and Premedia operations to create a seamless workflow that exceeds customer expectations.

Responsibilities

- Applies broad knowledge of prepress workflows, digital asset management, problem solving, designing and implementing workflow procedures and quality control to handle complex, high volume or high profile customer account, with minimal supervision
- Provide color review of color image editing from production prior to review with client. Capture all of client's color correction requests and effectively communicate back to production
- Provides pre-production or "Pre-Flight" services and performs order management processes such as communicating job specific information, entering of order into production and preparation of timely and accurate job instructions to meet customer expectations
- Establishes and promotes excellent customer relations through effective and proactive communication and continuous monitoring of customer satisfaction
- Maintains contact with customers and production to advise them of order progress, scheduling concerns and requests for additional information or materials when required
- Designs and implements workflows and tracks/reports on quality metrics, strategizes with the customer and delivers services which will attract and retain customers
- Responsible for accuracy and timeliness of customer invoices

Required Skills

- Bachelor degree in discipline related to functional work or role with 3-5 years of relevant work experience OR demonstrated ability to meet the job requirements through a comparable number of years of applicable work experience
- Demonstrate ability to solve somewhat more complex problems by analyzing variables and applying appropriate solutions learned through experience and proficiency in understanding the job
- Must be able to recognize anomalies and critical situations and respond appropriately
- Able to apply strong functional computer knowledge in utilizing Microsoft Windows, Filemaker, Adobe Creative Suite, or other technical tools in completing assignments.
- May require knowledge of or ability to quickly learn specialized software to complete work assignments
- Able to demonstrate continued expertise in the primary tools or applications used in completing daily work assignments
- Requires very good communication skills with ability to state messages in a clear manner by using language that is easy for others to understand
- Must be able to proactively listen to others to understand issues and situations. Must be able to clearly articulate business needs to both internal and external customers

Required Experience

- 5+ years of prior customer service experience required within a prepress/graphics/creative environment
- Experience working with retail packaging projects required
- Proven track record with strong and effective relationships with solution delivery, customer care, sales and customers
- Ability to work with ambiguity
- Ability to anticipate needs on behalf of the customer not to only serve the customer but increase volume and profitability
- 5+ years of Premedia related experience
- 10+ years of Premedia services either in an Acct. Mgmt. role or operational role.
- Well-rounded knowledge of Premedia Technologies (prepress, photo, creative, digital print, print, digital asset management, color, workflows) as well as Premedia Technologies integration tools
- Experience in utilizing Continuous Improvement tools to create and track metrics.
- Proven leadership abilities demonstrated through high performance and participative management
- Proven track record with strong and effective relationships with solution delivery, customer care, sales and customers
- Excellent communication skills both written and verbal along with the ability to listen for understanding
- Ability to anticipate needs on behalf of the customer not to only serve the customer but increase volume and profitability
- Ability to create and work with cross-functional and/or distributed "virtual" teams.
- Proficiency in Microsoft Office Suite and Adobe Creative Suite

Please email an updated resume and cover letter to info@flgcorp.com