



Sr Client Coordinator

Location: Toronto

SGK is a global packaging and brand experience company. From idea to implementation, we deliver packaging solutions and brand experiences that give brands the freedom to speak louder, scale faster and grow stronger. We simplify marketing and amplify brands to deliver value. SGK is a Matthews International company.

POSITION SUMMARY

The Sr Client Coordinator owns complex and/or multiple client relationships and serves as project owner from inception through completion. Interprets the needs of the clients, as well as all facets of the project and has a firm grasp on all manufacturing processes including the packaging, prepress, industry standards and requirements. The Sr. Client Coordinator ensures that satisfactory resolution is accomplished when resolving and problem-solving client issues as they are received.

JOB RESPONSIBILITIES

- Creates and maintains the project work back schedule to ensure all up-front tasks and activities are assigned and completed on time.
- Initiates kickoff and solution review meetings and ensures that subsequent meetings or tasks occur in a timely manner as dictated by each project.
- Directs project activities and monitors project costs to ensure the business is as profitable as possible.
- Meets with the clients as needed and understands client's expectation. Validates client protocols and brand/pharma requirements and ensures compliance throughout the process.
- Handles and responds to inquiries from clients and/or anyone acting on behalf of the client regarding questions, report status, concerns, or general requests for information.
- Monitors quality on production floor and resolves conflicts/issues to keep projects on track.
- Additional duties as assigned.

QUALIFICATIONS / REQUIREMENTS

- Bachelor's Degree in Business Administration, Marketing or related field
- 3+ years progressive project coordination experience; or equivalent combination of education and experience
- Occasional travel either locally, nationally, and/or internationally may be required.

- High degree of proficiency in MS Office Suite, Outlook & Internet applications.
- Strong analytical, prioritizing, interpersonal, problem-solving, presentation, budgeting, project management (from conception to completion), & planning skills.
- Strong verbal and written communication skills (including analysis, interpretation, & reasoning).
- Solid understanding and application of mathematical concepts.
- Ability to develop and maintain collaborative relationships with peers and colleagues across the organization, as well as, internal and external clients.
- Ability to work well autonomously and within a team in a fast-paced and deadline-oriented environment.
- Ability to work with and influence peers and management.
- Self-motivated with critical attention to detail, deadlines and reporting.

PHYSICAL ASPECTS / WORK ENVIRONMENT

- Regularly required to stand; walk; sit; and talk, hear and see.
- Regularly/Occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The noise level in the work environment may be high.

* Reasonable accommodations may be made to enable individuals to perform the essential functions.

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