



Godin Productions Ltd.
101 Duncan Mill Rd. Suite 305
Toronto, ON M3B 1Z3

Godin Productions is currently seeking a full-time Account Coordinator to join our team, for a long-term opportunity with lots of room to grow and advance within the company. We will provide training and support as required to grow your skill set. This position requires a reliable and a self-motivated individual that is organized, hard-working and detail oriented.

Job Summary:

The Account Coordinator role is to support the Account Manager by facilitating the management of his or her accounts, including client requests, order briefs, distribution briefs, structural and creative design briefs and other specific workflow and billing requirements. It is the Account Coordinators responsibility to ensure that the Project Managers, Structural team, Creative team, and Logistics team have clear and concise direction, written and verbal, that is not ambiguous.

Salary Range:

\$45,000 - \$55,000

Responsibilities and Duties:

General and Administrative

- Guarantee satisfaction and value for our clients.
- Maintain a professional appearance and demeanor that reflects the company's commitment to quality, continuous improvement, and respect for individuals.
- Maintain personal productivity and quality standards that make possible appropriate financial returns so that the company may continue to provide excellent service to our customers and ensure job security and career growth for our staff.
- Will be in contact with current and prospective clients and will be in a strong position to influence their satisfaction and our company prosperity, this position requires tact, sensitivity, and professionalism.
- Contribute to a work environment that fosters pride in being part of a winning team and promotes personal growth.
- Ensure Company policies & procedures are followed.
- Meet all assigned goals.

Account Manager Support

- Work with your Account manager daily to support and enhance his or her interactions with clients.
- Communicate effectively with all members of Godin Productions informing and updating them regularly to guarantee that production, sales, and customer objectives are met.
- Assist in keeping Monday.com and GPL current with active projects.
- Support the Account manager with incoming client requests including project specific detail and deciphering client communications to liaise between the Client, Account Manager and Project Managers.
- Assist in managing timelines, scheduling, and budgets around client requests.
- Assist in the tracking and documentation of any changes and keynotes that apply to orders.
- Assist in briefing and turnover of estimating and production to the project managers.
- Provide production and estimating support to your Account lead where appropriate (ex. small jobs, rush jobs, jobs that are unquoted but need to go into production immediately).
- Assist in ensuring revised estimates are submitted to the client for approval within 24 hours of a change.

Creative and Structural Design

- Assist in receiving, understanding and input of creative briefs into the creative department through Monday.com.
- Assist in receiving, understanding and input of structural design briefs into the Structural Design department through Monday.com.
- Assist in ongoing revisions, scheduling, prototyping, budgeting, and general workflow around Creative and Structural Design requests.

Project Management Operations

- Own, control and coordinate all orders you have been assigned.
- Initiate all purchase orders.
- Meet all customer commitments through the timely, efficient, service-oriented execution of orders.
- Assure all orders are entered into GPL follow the Godin standards and procedures.
- Follow the display process for all structural orders.
- Assist with estimating when required.
- Assure the financial accuracy of all orders.
- Maintain production control records and provide information to account managers, customers and management with regard to delivery dates, schedules and order issues.
- Monitor quality, accuracy, and timeliness of all orders to ensure customer commitments are met.
- Ensure all proofs are thoroughly checked for client review.
- Ensure you receive client approvals on proof, all change orders are updated.
- Ensure revised estimates are submitted to the client for approval within 24 hours of a change.
- Ensure samples are collected as required and sent to client prior to an order being shipped whenever possible.
- Ensure all client samples are thoroughly checked for client review and available to prior to shipping whenever possible.

- Provide PODs to the client for every job.
- Attending press approvals with and without client participation.
- Review all final art files before releasing to supplier to assure accuracy to project/estimate scope when time permits.
- Work with internal structural and creative departments when necessary for client changes, building of die lines and other production related needs.
- Request internal creative estimate and include with client invoice submission for all dockets using the internal creative department resources.

Financial Control

- Take all necessary actions to manage project costs and improve profitability.
- Work with project managers to ensure all dockets invoices are submitted to finance within 3-5 days of delivery.
- Work with Account manager to ensure POs are received in a timely manner to ensure timely billing.
- Work with Account manager to ensure margin objectives are met as per client targets.
- Perform docket reconciliation for any project personally handled and submit for invoicing.
- Document all variances with docket invoice.
- Track all mileage and docket expenses by docket.
- Submit monthly expense reports using Concur.

Qualifications:

- GCM Graduate preferred
- Excellent verbal and written communication skills.
- Excellent interpersonal skills.
- Excellent listening, negotiation, and presentations skills.
- Good general computer operation skills and strong knowledge of Microsoft Office, Excel and Google Suite.
- Good mathematical skills.

Additional Duties:

This job description in no way states or implies that these are the only duties to be performed. You will be expected to follow any other job-related instructions and to perform other job-related duties as requested by your supervisor.

Contact information:

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