



Client Service Representative

WHO WE ARE:

Dollco is one of Canada's largest independent providers of print solutions working with successful and demanding magazine publishers and product marketers.

OUR VALUES:

"Together," embodies our vision about getting past the ink on the page and seeing print the way you do — as part of a bigger picture. We are a company that isn't just interested in what you want to print, but what you want to achieve.

WHAT WE DO:

We work closely with our key customers in two areas: magazine publishing and product marketing. Our solutions integrate people with expertise, sophisticated production capabilities and smart Web-enabled processes

RESPONSIBILITIES

We are currently looking for Print Client Service Representative candidates who are proactive and passionate about company products and the clients they serve. Using their strong print technical knowledge our Client Service Representatives ensure service excellence as they work closely with clients and internal department. They also:

- Liaising with clients, coordinating order receipt, order entry, order tracking, reporting,
- Communication between clients and internal departments to ensure quality products and on-time delivery
- Ensure complete and accurate information for finalized job ticket/docket
- Manage product change requests throughout product life cycle
- Coordinate designated outsourced products
- Ensure jobs are delivered to the customer on time/as per schedule
- Review products to find additional manufacturing efficiencies and cost savings

QUALIFICATIONS

- High School diploma or equivalent; post-secondary education in the graphic arts/print media is preferred
- Previous Customer Service experience is essential
- High level of record keeping – organization skills required
- Print knowledge is essential: Web printing, Mail and Bindery
- Experience in administrative tasks including using computer software, numbers, invoicing, electronic order entry systems/job tracking, is considered an asset
- Exceptional communication skills are essential
- Ability to remain organized in a fast-paced environment with changing priorities and critical priorities
- Effective deadline management and project management skills
- Dedication to client requirements and service excellence are priorities in this role
- Strong technical proficiency in computer skills such as MS Excel, MS Word and strong typing skills
- Superior attention to detail with strong math skills
- Creative and innovative – solution orientated and willing to think outside of the box
- Accurately and effectively translate client order specifications to internal docket instructions
- Able to work with minimal supervision; self-motivated and resourceful
- Bilingualism (English/French, verbal and written) is a definite asset

Apply by sending your resume to HR@DollcoPrint.com!

We are committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act. Let us know how we can accommodate you to participate in the recruitment process.