

## Customer Service Representative / Project Coordinator

### Description

Precision Graphics is a commercial printer located in Woodbridge. We are looking to grow our team of customer service representatives. This role is a full-time in-office customer-facing position involving coordinating various print projects for a wide variety of clients, including those from the healthcare and automotive industries, to many small to medium size businesses. Salary is print knowledge and experience related starting range from \$50,000.00/yr. The scope of the print projects ranges from sheetfed digital, digital inkjet web, sheetfed offset, large format, as well as promotional products.

### Duties:

- Provide exceptional customer service to clients via phone and email
- Assist customers with inquiries, estimates and order details
- Analyze print job specifications and provide appropriate solutions
- Recommend and process supply orders
- Maintain a high level of print knowledge to effectively address customer needs
- Create and maintain manual and digital docket
- Source and coordinate with trade partners
- Draft and present quotations with detailed specifications
- Assess artwork file integrity from clients
- Maintain artwork archives
- Liaise between customer and inhouse design team
- Coordinate with production staff to ensure timely completion
- Perform press approvals
- Prepare shipping documents, kit/package when necessary

### Requirements:

- Knowledge and experience in print is a strong asset
- Previous experience in customer service or related field preferred
- Excellent communication skills, both verbal and written
- Strong ability to multitask and manage very tight timelines
- Excel in fast pace dynamic environment
- Diligent work ethic with strong analytical skills

Precision Graphics is committed to providing a positive work environment including continuous learning and growth opportunities.

If you are a motivated individual with a passion for providing excellent customer service, we would love to hear from you. Apply now to join our team as a Customer Service Representative! Please email resume to [careers@precision-graphics.com](mailto:careers@precision-graphics.com).