

Onsite Graphics Coordinator – CPC

JOB DESCRIPTION

Purpose: Responsible for the estimating, quoting, job planning, order entry, tracking, shipping, and invoicing of each job to ensure it meets customer delivery time and remains within budget of the approved estimate while making technical and job cost/pricing decisions as they arise with each account. Represents and promotes the OEC image at the consumer products company (CPC) client and proactively provides solutions.

Reports to: OEC Facility Manager

Status: Exempt

Essential Responsibilities:

1. Works directly with OEC account manager to coordinate and ensure proper and effective communication channels pertaining to job orders.
2. Gathers, organizes, and inputs printer and vendor specifications into OEC production systems. Double checks all job information to ensure quality and customer specifications are being met.
3. Helps train and assist end users on OEC's customer asset management system; help to identify enhancements to end user system experience.
4. Develops and manages vendor and printer relationships. Seeks opportunities to identify sales opportunities between OEC, the customer and the customer's customer (vendor).
5. Coordinates monthly conference calls between OEC and onsite facility. Identifies and facilitates more frequent calls as necessary to address needs of customer.
6. Helps to proactively identify and resolve customer's needs; recommend solutions within established guidelines, or escalates customer's needs to management as appropriate.
7. Adheres to all pertinent quality standards, checks, and procedures of both OEC and the CPC client; works to enhance quality assurance programs as necessary.
8. Assists the CPC by partnering with projects and miscellaneous related assignments.
9. Provides technical print assistance as needed.
10. Any other duties as required or assigned.

Knowledge, Skills and Abilities:

- Solid verbal and written communication skills
- Thorough understanding of the flexo industry, prepress and printing of both OEC and onsite facility
- Able to manage numerous projects simultaneously and demonstrate independent judgment within given parameters
- High level of accuracy and attention to detail
- Advanced computer skills in both Mac/PC environment (Adobe Creative Suite and Microsoft Office)

Education and/or Experience:

Bachelor's degree in Graphic Arts or related field, with at least 3 years of experience in customer service, preferably in a prepress/printing environment. Any combination of education and/or work experience will substitute for minimum requirements.

Conditions of Employment: The work setting consists of an office environment with suitable lighting and comfortable temperatures. Employee should be able to sit and work at a computer for prolonged periods of time. General vision and hearing. Occasional travel will be required.