

Account Manager – OEC Graphics, Inc.

JOB DESCRIPTION

Purpose: Responsible for the entering, estimating, tracking, the final QC approval and shipping 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 and proactively provides solutions to assigned accounts.

Reports to: Facility Manager

Status: Exempt

Essential Responsibilities:

1. Gather all necessary information from customers and vendors via phone, email, or fax to create a work order for each job in OEC production system.
2. Act as a liaison between the customer, vendor and productions staff; communicating the job specifications on the work order and any changes or revisions.
3. Creates purchase orders for any outside services contracted for a job.
4. Develops, organizes and maintains all customer and in house documentation for each job.
5. Provides accurate and competitive estimates to the customer.
6. Answers questions from the customer, vendor, and or production staff and proactively provide technical and workflow solutions.
7. Travels to customer locations, as needed, to attend job planning meetings and assist in the coordination or the workflow process.
8. Resolves customer concerns within established guidelines or escalates concerns to management and recommends solutions.
9. Manages the workflow of each job from the initial order to the final shipping of the job.
10. Understands technical aspects of OEC services available to customers.
11. Provides the final quality control check before approving and shipping out each job.
12. Invoices each job in a timely manner based on agreed terms and follows up with customers on any issues relating to the invoice.

Knowledge, Skills and Abilities:

- Solid understanding of industry.
- Solid communication skills, both verbal and written.
- Strong project management skills managing multiple projects, on budget and within established deadlines.
- Solid computer skills on Mac platform and working knowledge in Adobe programs.
- Ability to make sound business decisions to meet the needs of the customers and maintain profitability goals.
- Ability to work under pressure with deadlines.

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Education and/or Experience:

Bachelor's degree in Business, Graphic Arts or related field with at least 5 years of experience in customer service in flexographic prepress/packaging industry. Any combination of education and/or work experience will substitute for minimum qualifications.

Performance Standards: Employee will be reviewed on his/her ability to achieve the outcomes stated above. The employee must work safely at all times and maintain the confidentiality of all department, company, and customer information.

Equipment/Materials Used: General office and computer equipment and materials.

Conditions of Employment: The work setting consists of an office environment with suitable lighting, comfortable temperatures, and a low noise level. Employee should be able to sit and work at a computer for prolonged periods of the time. General vision and hearing. Occasional travel to customer sites will be required. Occasional overtime may be required to meet the needs of the business.

Employment is on an at-will basis and may be terminated at any time, and for legal reason, with or without cause, either by the employee or the company.

I understand and I am able to perform the above mentioned job requirements.

Signature

Date