

Business Development Coordinator

OEC Graphics, Inc. – Appleton/Oshkosh, Wisconsin

JOB DESCRIPTION

Purpose: The Account Manager (Business Development) role is part of a team of experts, dedicated to innovation, working day after day to successfully translate graphics into well-known brands in the marketplace. In this role, the Account Manager (Business Development) is responsible for ensuring jobs and projects meet customer delivery times and remain within budget of the approved estimate while making technical and job cost/pricing decisions as they arise; and continuously and positively represents and promotes the OEC image with each customer.

Status: Full-time, Benefit Eligible; Salaried, Exempt

Location: Northeastern Wisconsin; OEC's Appleton & Oshkosh, Wisconsin facility locations

Essential Responsibilities:

1. Serve as a business contact for the customers and is responsible for customer satisfaction. Manage and provide assistance in maintaining all aspects of the accounts. Build relationships with customers to encourage new and repeat business opportunities.
2. Act as primary liaison between the customer, vendor and OEC production team, communicating the job specifications on projects and any changes or revisions. Answer questions from the customer, vendor, and or production team and proactively provide technical and workflow solutions.
3. Gather all necessary information from customers and vendors via phone, email, or fax to create a Work Order for each job in production system. Manage the workflow of each job from the initial order to the final shipping of the job.
4. Travel to customer locations as needed to attend job planning meetings for large projects and assist in the coordination of the workflow process.
5. Develop, organize and maintain all customer and in house documentation for each job.
6. Provide accurate and competitive estimates to the customer.
7. Resolve customer concerns within established guidelines or escalate concerns to management and recommend solutions.
8. Understand the value of and communicate the technical aspects of OEC products and services available to customers to support new and recurring revenue streams. Seeks potential sales opportunities for OEC, the customer, and the customer's customer.
9. Recommend and maintain continuous improvement and quality assurance standards, checks, and procedures that meet or exceed the demands of the individual jobs and customer expectations.
10. Coordinate invoicing process with appropriate OEC facility for each job to ensure timely billing and resolution of issues relating to the invoice with the customer.
11. Other duties as assigned for business operations.

Knowledge, Skills and Abilities:

- Solid understanding of flexographic prepress and printing (workflows, preflighting, color management, proofing/profiling, platemaking)
- Possess exceptional verbal and written communication skills to interact effectively with all levels within the organization and with customers
- Strong project management skills managing multiple projects, on budget and within established deadlines
- Solid computer skills on Mac/PC platform, and working knowledge in Adobe programs
- Ability to make sound business decisions to meet the needs of the customers and maintain profitability goals
- Utilize independent judgment and sound decision making
- Able to work effectively in a fast-paced environment with multiple priorities and deadlines

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.