

**Job Title:** Account Manager

**Employee Classification:** Full-Time, Salary, Day Shift

**Location:** Kitchener, Ontario

**Start Date:** September 2022

Are you someone who has a passion for creating a great customer service experience?! We are looking for people who have a positive attitude, enjoy project management, a willingness to learn and enjoy a stimulating and fast-paced environment. We offer training onsite with opportunities for growth in a culturally inclusive atmosphere. Cober is a family owned business operating over 105 years and has expanded to three locations in Ontario with over 200 employees. We are one of Canada's largest commercial printers and ship over 2 million orders monthly! We are proud of our technical innovations and constantly invest in our manufacturing capabilities.

## Why Choose Cober?

- Eligible for comprehensive Family Health Care after 90 days
- Vision & Dental coverage
- Stable secure employment
- Overtime available
- Referral bonus program
- Lunches, contests and fun events hosted by our Culture Club

## Job Summary:

This position will report directly to the Director of Business Operations and work closely with the Sales Director. The Account Manager will oversee projects from initiation to completion, ensuring all project timelines progress as required to meet deadlines. The Account Manager prioritizes customer satisfaction through exceptional service and communication both with clients and Sales, Creative and Production staff involved in the process, as well as manages client requests or concerns as they arise. In addition, they utilize industry knowledge to expand services and offerings to new and existing clients.

## Duties and Responsibilities:

1. Manage the end-to-end success of a project by working with the sales team and customers directly to understand project requirements, ensure correct estimates and production plans and launch the project in our MIS system.



2. Oversee the project from start to finish, ensuring timelines and costs are managed both with our internal production team, as well as with outside suppliers based on the project requirements.
3. Correspond with clients and our sales team to address concerns professionally and promptly. Ensure proactive communication about the project timelines and any possible delays or roadblocks.
4. Overcome obstacles to successful project implementation through problem-solving. Take action to address and escalate as required.
5. Participate in internal and external meetings focused on educating clients on graphic art and production processes.
6. Coordinate with internal departments on requirements, specifications, and revisions for specific jobs and projects.
7. Correspond regularly with Senior Management, Sales and Production Teams.
8. Work with our Sales Executive team to coordinate projects and manage assigned accounts independently.
9. Grow assigned accounts through expansion of services with clients.
10. Collaborate with team members to improve customer service, job management and communication.
11. Manage time and prioritize tasks to achieve collective goals with teammates.

## **Qualifications and Skills:**

1. High school diploma. Postsecondary education in Business or Print Management not required but considered an asset.
2. Sales or Customer Service experience. Experience in printing or graphic arts industries is not required but considered an asset.
3. Familiarity with technical elements in the print and graphics production process and an understanding of limitations.
4. Fluent command of the English language in both written and oral forms.
5. Exceptional client service skills.
6. Strong ability to multitask.
7. Demonstrated excellence in organization and time management skills.
8. Excellent attention to detail.
9. Remarkable troubleshooting and problem solving abilities.
10. Adequate mathematics skills such as division and multiplication.
11. Working knowledge of modern office applications such as Excel and Microsoft Suite.

**If this opportunity sounds like a great fit for you please apply today!**





Canada's premier print manufacturer. Evolving together with our clients, through collaboration, empathy, innovation and sustainability.

*Evolve Together.*  
info@cobersolutions.com  
COBERSOLUTIONS.COM

Cober Printing Limited is an equal opportunity employer and committed to providing an inclusive and barrier-free work environment, beginning with our hiring process. If, at any time during the evaluation process, you require accommodation, please use the contact information below to make arrangements for specialized accommodation. Any information received regarding accommodation will be kept confidential.

We thank all applicants for their interest in Cober Printing Limited however, only candidates selected for further consideration will be contacted.

**Kitchener** — *Head Office*  
1351 Strasburg Road Kitchener, ON N2R 1H2  
PHONE. 519 745 7136  
TOLL FREE. 800 263 7136

**Barrie** — *Wide Format Division*  
84 Saunders Road Barrie, ON L4N 9A8  
PHONE. 705 722 4437  
TOLL FREE. 800 665 1929

