



## JOB DESCRIPTION

**Job Title:** Account Specialist

**Facility:** Brooklyn Park

**Department:** Client Services

**Reports to:** Client Services Manager

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### SUMMARY

Responsible for overall account management of client specific projects, strategic project direction and planning for client work including: project resource sourcing and management, quality control, project communication, schedules/timelines, and production management. Oversees all aspects of the project, facilitates and monitors progress of jobs for our customers. Account Specialists are expected to multitask throughout much of the day. Must be able to manage constraints effectively to ensure project success.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following. Other duties may be assigned as needed.

- Primary contact and source of all information for projects, the Account Specialist is the primary owner of the project and is expected to lead the internal day-to-day management of assigned projects from inception to completion.
- Interact as a trusted advisor with clients and foster confident relationships (presentations, meetings, timely project communication in-person, virtual or via phone/email, etc.)
- Collaborate closely with Account Executives and/or Clients directly to gain a thorough understanding of projects and ensure we've accurately captured the final product requirements.
- Proofread of all client-facing communication materials and deliverables.
- Obtain and translate job specifications. Scope the project before going into production to ensure we have time, resources and costs aligned with expectations.
- Interact with multi-departmental project teams and facilitate communication between all team members throughout all phases of project development by keeping team informed of action items, feedback, next steps, reports, project developments, project status and direction, etc.
- Develop, maintain, and refresh project timelines, which outline crucial milestones, and keep MIS system up to date with project details, costing, purchase orders, etc.
- Conduct pre-production meetings to ensure project success; provide visibility to all stakeholders and opportunity to solicit subject matter expert contribution.
- Identify risks in the process and communicate to appropriate parties in a timely fashion to provide awareness and ensure production plans are adjusted as needed to secure client expectations.
- Communicates potential cost changes on jobs to Account Executive and/or Client directly.
- Responsible for creating the final project ticket which in turn initiates purchases for outside services and/or buys with manufacturing support.
- Conduct post-production meetings to drive project performance enhancement activities, facilitate improvement implementation and ensure heightened profitability of future projects.
- Maintains accurate records on all projects and contact with clients and/or Account Executives so both the company and client are protected if problems arise later. This may include, but is not limited to, customer approvals/sign-offs/project acknowledgements, emails, etc.
- Create and monitor project parameters, billable hours and scope creep for all projects.
- Manage projects on time and on budget, ensuring resources have up-to-date purchase orders and billing is processed and submitted in a timely manner.

- Foster and grow relationships with clients and Account Executives to help expand our services and offerings with our customers.
- Operates under *limited* supervision, relies extensively on experience and judgment to accomplish goals.
- Cultivate a quality end product as well as a fun/positive work environment.
- Lead by example and set standards for attitude, behavior, and teamwork.
- Understands role in the companies' Quality Management System regarding ISO.
- Obeys company rules and observes all safety regulations.

## **QUALIFICATIONS**

- Education and/or Experience:  
Bachelor's degree (B.A.) from four-year college or university; or four years related experience and/or training; or equivalent combination of education and experience.
- Comprehensive knowledge of Client Services project management; terminologies, industry knowledge specific to various file formats, transfer systems, production methods and workflows.
- Thorough knowledge of print and mailing manufacturing processes.
- Knowledge of mail piece design postal terminology and regulations.
- Ability to handle stressful situations and deadline pressures.
- Strong organizational, prioritization and time management skills along with keen attention to detail.
- High level of initiative, open-mindedness and ability to work well in a collaborative and dynamic team environment.
- Possess personal characteristics of integrity, dependability, competence, and prudence.
- Self-motivated and have the ability to work autonomously with a strong drive for results.
- Highly motivated, with strong negotiating and influential skills.
- Exceptional communications skills to successfully interface with customers, vendors and internal personnel.
- Experience in sourcing, estimating and managing internal resources and external partners.
- Proficient in Microsoft Word, and other PC and MAC applications.
- Excellent computer skills. Experience with print based MIS systems, Microsoft Outlook, Excel, PowerPoint and Word.

## **PHYSICAL REQUIREMENTS**

- Constant strong communication, sitting, and working on a computer.
- Frequent walking & standing.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing stairs.

*Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)*

*Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)*

*Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)*