



JOB DESCRIPTION

Job Title: Client Services Manager

Facility: Brooklyn Park

Department: Client Services

Reports to: Vice President of Client Services

SUMMARY

The Client Services Manager is responsible for supporting all of the company's day-to-day operating activities for all facets of Client Services at our two manufacturing facilities under the leadership of the VP of Client Services; responsible for identifying and implementing technology improvements; coordination of workflow and directing activity for continuous improvement. Also, supports the VP of Client Services with all aspects of their job and backs up the VP of Client Services when not present.

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

- Responsible for measurement and effectiveness of all internal and external processes for her/his area.
- Motivate and lead a high performance department. Attract, recruit and retain required members for the various areas of the department functions.
- Provide the leadership in her/his area to be sure organizational objectives are being met, and takes adequate steps to correct shortfalls as needed.
- Evaluate processes and strive for commonality of scope of best practices between the two Client Services facility locations in;
 - Organization
 - Workflow
 - Standard Operating Procedures
 - Job Descriptions
 - Training Matrix
 - Maintenance
 - Controlled Forms and Records
- Helps spearhead sound service practices and working relationships with key staff of customers and suppliers, and participate willingly as needed with outside consultants and vendors.
- Responsible for the effective, efficient planning and scheduling of personnel determining how best to utilize the redundancy of equipment and personnel in the two Client Services facility locations.
- Helps in daily oversight and support for Client Services related issues; such as conducting production meetings for new projects or production changes producing written reports of various assessments within department protocol.
- Maintains quality results by implementing and following procedures and standards in an ISO certified organization.
- Helps develop and implement systems, processes and workflows that safeguard personnel from risk of error and loss of productivity.
- Communicate effectively to guarantee that production, sales, and customer objectives are met.
- Develops and monitors standards through establishing and maintaining appropriate records of performance of personnel and equipment; design, implement and lead transformational change and initiatives.
- Reviews Client Services Department non-conformance reports and partakes in proactive problem solving techniques to eliminate reoccurrences.

- Helps develop educational training programs for Client Services Department.
- Recommend hiring and dismissal of employees in the Client Services Department as needed.
- Develops and monitors standard operating procedures for the Client Services Department.
- Conducts performance reviews according to company HR guidelines.
- Coordinates the scheduling of vacations in the department so that a continuity of area coverage can be maintained in all necessary functions.
- Work closely with other Department Managers in exhibiting superior leadership qualities and skills in meeting internal and external customer needs.
- Helps establish a strategic direction for the Client Services Department.
- Develop plans/support services to enhance customer retention.
- Offer hands-on management skills.
- Cultivate a quality end product as well as a fun/positive work environment.
- Set expectations and standards for attitude, behavior, and teamwork.
- Understands role in the companies' Quality Management System regarding ISO.

QUALIFICATIONS

- High school diploma or equivalent.
- Bachelor's Degree preferred but not required.
- 4+ years of supervisory experience preferred.
- Possess personal characteristics of integrity, dependability, competence, and prudence.
- Thorough knowledge of print manufacturing processes relating to Client Services tasks.
- Strong team leading, mentoring skills and a drive for results.
- Highly motivated, with organizational, negotiating, and interpersonal skills.
- Exceptional communications skills to successfully interface with customers, vendors and internal personnel.
- 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 8-hour day)

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