



JOB DESCRIPTION

Job Title: Vice President of Client Services

Facility: Brooklyn Park

Department: Client Services

Reports to: President/CEO

SUMMARY

The Vice President of Client Services is responsible for the company's day-to-day operating activities for all facets of Client Services and Client relationships at our two facilities; coordination of workflow and directing activity for continuous customer satisfaction and improvement.

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

- Oversees all areas of Client Services including the management of department personnel and departmental budgeting and forecasting.
- Works with the Executive Leadership Team on Client Services initiatives in an effort to increase the overall effectiveness of the organization.
- Provide executive leadership as a key member of the senior management team on all Client Service related issues.
- Participation with setting company goals and objectives at the senior level.
- Leads the 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.
- Evaluate processes and strive for commonality of scope of best practices between the two Client Service facility locations in:
 - Organization
 - Workflow
 - Standard Operating Procedures
 - Job Descriptions
 - Training Matrix
 - Maintenance
 - Controlled Forms and Records
 - Etc.
- 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 reduce the redundancy of personnel in the two Client Service locations.
- Daily oversight and leadership for Client Service related issues; such as conducting production meetings for new projects or production changes producing assessments within department protocol.
- Maintains quality results by implementing and following procedures and standards in an ISO certified organization.
- Communicate effectively to guarantee that production, sales, and customer objectives are met.
- Develops the annual department budget and participates in monthly operational P&L review.
- Develops and monitors standards through establishing and maintaining appropriate records of performance of personnel.
- Reviews Client Service Department non-conformance reports and partakes in proactive problem-

solving techniques to eliminate reoccurrences.

- Develop educational training programs for Client Services.
- Write job descriptions and provide input on establishing sound compensation and benefit practices.
- Recommend hiring and dismissal of employees in the Client Service Department as needed.
- Develops and monitors standard operating procedures for the Client Service 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.
- Establish and communicates a strategic direction for the Client Service Department.
- Develop plans/support services to enhance customer retention.
- Understands their role in the companies' Quality Management System.

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 Service tasks.
- Strong team leading and 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 (ideally PrintStream), Microsoft Outlook, Excel, PowerPoint and Word.