

Alcom Printing Group, Inc.**Date:****Job Title:** Account Director**Department:** Customer Service**Supervisor Title:** Director of Client Services**Name:**

Job Summary: To interact as part of the customer service department always keeping the corporate customer service policy at the forefront of daily activity. To make the plant and customers informed on all matters. To establish optimum lines of communications with the customer and to create a climate of trust and concern. The Account Director must be intimately familiar with all sales and production procedures and profess and embrace the philosophy of Alcom's Executive Board.

Job Duties/Responsibilities:

- Responsible for coordination throughout the entire cycle of the job.
- Facilitates, learns and understands the needs of each client.
- Serves both sales reps and customers as primary contact at the plant and primary source of information on particular jobs.
- Learns and understands the needs of each customer.
- Serves as the customer's representative, solving problems as they arise, gathering information as needed and demanding the highest quality product.
- Communicates any problems and changes during production process to plant personnel, customers and sales reps.
- Responsible for maintaining accurate records on all jobs and all customer contacts, so both company and customer are protected should later questions arise.
- Plans jobs as necessary to assist Print Production Planners
- Understands Alcom's Business Management System as it relates to these job duties/responsibilities.
- Responsible for the coordination of job specifications from sales reps and customers.
- Responsible for compiling and analyzing all job specifications.
- Receives job from sales rep or customer. Reviews with planner and estimator, comparing to estimate. Discusses any differences with the customer or sales rep.
- Maintains accurate records of all customer materials received and all customer contacts.
- Receives from planner and scheduler feasibility of schedule. Informs customer or sales rep of any discrepancies.
- If appropriate, calls meeting and/or explains peculiarities and special requirements of job to those instrumental in job manufacture.
- Researches previous job and available information in event of a reprint.
- Opens job number and begins preflight process with prepress department.
- Receives report on job status, changes in scope and/or manufacturing inquires about specifications. Documents and communicates customer-initiated changes through a written change order, communicating with appropriate parties.
- Updates planner and scheduler about what is happening at the customer's end.
- Routes proofs to customers. Maintains log of "proof out" items; follows up with customer and sales reps to expedite return of proofs.
- Documents all authors alterations, ensuring that this information becomes part of the job jacket to facilitate accurate billing.
- Routes samples for both customers and sample library.
- On a regular, ongoing basis, maintains contact with assigned customers concerning suggestions, problems and other matters. Reports disputes and patterns of trouble to supervisor.
- Brings to upper management's attention any conditions within the company that could lead to customer dissatisfaction or unhappiness.
- Helps to organize and attends plant visits by customers and prospective customers. Entertains clients /potential clients as necessary.
- Arranges for dummies upon request.
- Sends proper materials back to customer. Closes job and ensures proper storage of materials to be kept.
- Provides solutions / alternatives to customer printing / production dilemmas.
- Creates, identifies and acts on the selling opportunities.
- Works with Managing Directors on all issues.
- Performs all other duties as requested.

Job Requirements:

- Excellent customer service background; ability to work independently and manage multiple priorities on behalf of the organization. Customer orientation: empathy for customers with problems and needs. Willingness to listen and be of help.
- Dependable: makes realistic commitments to customers and plant personnel
- Detail oriented; completes all paperwork on time, communicates information freely to those who have the right and need to know.

Minimum Qualifications: Associates Degree preferred: High School degree with a minimum of 2-5 years' work related experience required