

POSITION: Production Coordinator (Direct Mail)
LOCATION: Falbourn
POSTING DATE: November 17, 2017

As a member of the Lowe-Martin team, you will enjoy a demanding role in an informal yet focused work environment with a mix of challenges and rewards. For the motivated person, Lowe-Martin offers a variety of employment opportunities in all areas of our group of companies....

POSITION SUMMARY:

The Direct Mail Production Coordinator will serve as the primary contact for internal customers and the alternate to sales contact for external customers. The Direct Mail Production Coordinator is responsible for appropriately managing all aspects of a project from purchase order to delivery, coordinating all communication when the job is in production, and for communicating customer requirements to the manufacturing team, in accordance with company policies and procedures.

RESPONSIBILITIES:

- Receive and co-ordinate all incoming orders and information, either through sales personnel, internal customers or directly from customers. Check all information received from the customer for accuracy and completeness. Determine date of availability for any missing materials. Collect all necessary information from previous job to complete the job.
- Review project against estimate to ensure accuracy of the project being undertaken. Build work-back schedules and confirm the manufacturing schedule is in line with customer expectations. Communicate any changes to the schedule.
- Monitor status on all dockets to ensure deadlines will be met. Attend scheduling meetings and communicate with co-workers the status of jobs, any unique circumstances relating to jobs, etc. Assist the manufacturing staff in the co-ordination and operation of workflow in the plant; monitor jobs to ensure they are completed within the estimate requirements and that any additional charges are captured for billing.
- Attend client meetings as required; receive all questions and concerns from external and internal customers. Provide technical support between sales department and the client with inside personnel.

MUST HAVES:

- Awesome Customer Service experience is essential
- Proficient with MSEXcel, MSWord, familiar with MIS.
- Exceptional (above-average) communication skills
- High attention to detail; ability to ensure accuracy of work output
- Demonstrated organizational skills
- Knowledgeable of Canadian and US Postal Services rules and regulations
- Degree or diploma in a recognized GCM/Print related program or similar work experience.

DEADLINE FOR SUBMISSION: December 8, 2017

Accommodation is available for applicants with a disability. Selected applicants may request accommodation for interview