



Job Title: Project Manager - Global Capital Markets
Department: Customer Service
Shift: Afternoon Shift – Monday to Friday 3:00 pm – 11:00pm
Location: 220 Bay Street, 2nd floor, Toronto, ON
Reports to: Customer Service Supervisor, Eastern Canada

Summary

In this rapidly growing, fast paced, multi shift environment, the afternoon shift Project Manager will be dealing with Donnelley Financial Solutions' clients to ensure that world class service is delivered at all times. This job involves the handling of multiple projects simultaneously and providing extremely accurate and detailed instructions while acting as the Company's frontline representative. Excellent communication, interpersonal and organizational skills are required as is the ability to deliver on or before a deadline. Project Managers work very closely with sales, manufacturing and production planning to determine the best way to produce a client's product.

**** Please note that we are only hiring for the afternoon shift: 3:00pm – 11:00pm**

Key Responsibilities

- Work closely with customer, manufacturing and production planning to determine the most efficient and least costly way to produce client's product.
- Partner with manufacturing team to plan, schedule, and coordinate the production of the job and coordinates with outside vendors as well to ensure materials are delivered in a timely manner.
- Set job expectations and provide leadership and motivation to job team members throughout the job life cycle.
- Monitor job during the life cycle to ensure the required product is being completed on time and correctly.
- Resolve any manufacturing and production related problems or issues.
- Maintain existing client and sales relationship and ensures customer satisfaction through effective and professional communications throughout the job life cycle.
- Perform other duties and participate in special projects as assigned.
- Interact with clients on specific jobs to ensure world-class service is delivered at every client touch point.
- Recognize, manage and deliver service solutions on a day-to-day basis for specific jobs.
- Prepare client files for print using Enfocus Pitstop. Perform standard preflight and make minor edits as requested, insert logos, etc.
- Act as a resource for clients regarding current regulatory news, products, service solutions, client/market business and internal DFS capabilities.
- Maintain on-going client relationships.
- Contribute to a work environment that fosters pride in being a part of a winning team.

Qualifications

- Minimum of 2 to 3 years industry related experience in print production, graphic design, project management, or typography and/or post-secondary education in Graphic Communications Management or equivalent.
- A good understanding of the printing process, including digital, press and finishing.
- Must be able to work the afternoon shift.
- A good command of the English language, including strong oral and written communication skills.
- Possess strong interpersonal, communication, customer service and project management skills.
- Versed in Microsoft Outlook, MS Word, MS Excel, Adobe Acrobat and other PC tools.
- Demonstrated ability to work in a fast-paced, time sensitive environment.
- Flexibility to work overtime, weekends, and change shift as business needs dictate.

Additional Assets

- Understand Donnelley Financials Solutions' systems and processes.
- Understand regulatory requirements for financial and mutual fund documents.
- Working knowledge of Enfocus Pitstop, Adobe Illustrator, Adobe Photoshop.
- Bilingual (English & French).

To apply for this role, please send your resume to Julie McLaren, HR Generalist (Canada) via email at: julie.mclaren@dfsco.com