

JOB DESCRIPTION



Graphic and Customer Service Co-ordinator (Atlantic Packaging Preprint Division)

Reporting to the Operations Manager, the position is responsible for co-ordinating art, copy layout, and production development of defined materials. Schedule printing presses, prepare docket, process purchase orders and engage in continuous improvement activities. ****Interested applicants please send their resume and cover letter to cassandra_ferraro@atlantic.ca****

Responsibilities:

- Coordinates graphics and layouts between customers, graphic artists and production
- Estimates artwork and print costs based on graphic review
- Schedule production ensuring all components are available
- Facilitates daily scheduling meetings
- Participates in CI initiatives
- Assists with general purchasing
- Ensure all appropriate approvals are provided before release of final production documentation
- Maintains department files of completed assignments and maintains accurate logs of such items.
- Assists in maintaining/creating forms, spreadsheets, and procedures to aid in the flow of information and processes at the facility
- Provide back up for customer service when required
- Takes ownership of projects and executes them through completion, interacting with internal/external clients as needed
- Works in compliance with the responsibilities as outlined in the Ontario Occupational Health & Safety Act and the Industrial Regulations and with the Company's safe practices and procedures.

Qualifications:

- Experience as a graphic artist, preferably in the packaging industry
- Knowledge of graphic programs (i.e. Adobe Illustrator/Photoshop).
- Knowledge of Esko software would be considered a strong asset
- Develop an understanding of in-house production equipment and capabilities
- Skilled in Microsoft Word and Microsoft Excel.
- Communicate effectively with customers and suppliers
- Lean six sigma/5S experience

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Competencies:

Customer Focus - Personally demonstrates that external and internal customers are a high priority. Identifies customer needs and expectations and responds to them in a timely and effective manner. Anticipates and prevents delays or other things that can adversely affect the customer. Keeps customers informed about the status of pending actions and audits customer satisfaction with products or services.

Decision Quality - Gathers information to allow an accurate assessment of risks and benefits of alternative approaches in any decision. Stays focused on objectives and considers both the short-term and longer-term impact of decisions and keeps objectives in mind throughout the process. Communicate the impact and implications of decisions to relevant parties. Completes the appropriate level of due diligence required to make a quick, accurate decision.

Drive for Results - Achieves results within established timelines. Understands and demonstrates that intentions, activities and results are not the same. Pursues everything with energy, drive, and a need to finish; does not give up before finishing, even in the face of resistance or setbacks; consistently challenges self and others for results.

Leadership - The expectation of leadership is not reserved solely for only those who are in positions of authority, but from all employees. They demonstrate high integrity and are motivated by wanting to make a real difference to people by delivering a high quality service for their customer and the organization. In positions of authority they: invest in development for the right people and identify and develop future leaders, and coach and provide candid feedback to others. They are visible and they model behaviours, competencies and values expected and inspire others to undertake challenging tasks and projects.

Teamwork - Is an effective team player who adds complementary skills and contributes valuable ideas, opinions and feedback. Communicates in an open and candid manner and can be counted upon to fulfill any commitments made to others on the team. Ensures the right stakeholders are informed and involved where necessary. Is ready to “roll up their sleeves” as necessary.

Think and Act like an owner - Thinks and cares about the organization like an owner. Commits to and upholds organizational values, and core behaviours even under difficult circumstances. Demonstrate a strong sense of responsibility and dedication to the success of the organization. Takes appropriate risks, holds self and others accountable for measurable, high-quality, timely, and cost-effective results and openly raises a challenge even if others don't.