



Print Production Coordinator

Markham, Ontario, Canada · Customer Service

JOB DESCRIPTION

SinaLite.com is a rapidly growing company catering to the marketing, communications and printing needs for over 5,000 customers all across North America. We are committed to delivering high quality products to our customers on time and at a competitive price through our e-commerce platform. We pride ourselves in offering an environment for team members that encourages employee development with ample opportunities to grow within the company.

This is a key role within the company that is responsible to ensure the smooth operations throughout the production life cycle. Our Production Coordinator will translate Client expectations into production requirements to ensure optimal customer service and product quality. The successful candidate will resolve a wide variety of issues by acting as a liaison between the customer, vendors, sales and production.

RESPONSIBILITIES

- Coordinate with department contacts during all aspects of the order through creative, prepress, production, fulfillment and shipping, including managing returns.
- Provide accurate information to clients about Sina products and services, production capabilities, and order turnaround.
- Establish timelines and then keeping tabs on all current projects moving through production (including regular following-up with production staff as well as client on timelines and shipping details).
- Mediate between applicable departments to ensure the execution and delivery of work is on time and to specification.
- Compare order specifications from Estimating to the job estimate to determine if the order is as quoted or if re-pricing is necessary.
- Advise and recommend production solutions to meet Client's expectations including but not limited to size, quantity, paper, finishing, and delivery method.
- Attend and participate in production meetings as required.
- Fully understand Client requirements and liaise with internal/external resources to ensure that Client delivery can be achieved prior to and during delivery.
- Communicate any problems that prohibit the completion of the project to the Production Supervisor and Marketing Manager.
- Perform other duties as required.
- Manage and attend to customer complaints about jobs; investigate complaint and come to a fair resolution for customer.



REQUIREMENTS

- Minimum 3 to 5 years' print production coordination along with post secondary education and/or other relevant experience
- Proficient in PC based software.
- Detail oriented.
- Able to change priorities and manage multiple projects simultaneously in a fast-paced environment.
- Good interpersonal and organizational skills, writing and communication skills, time management and team skills.
- Knowledge and understanding of digital print, Offset, Print & Mail and related processes.
- Passion for and skilled in problem solving and thrives when faced with a challenge.
- Ability to work efficiently in an open team structure within a fast paced environment.

BENEFITS

- Employer paid benefits are offered to employees after 3 month probation.
- Sina is committed to providing equal employment opportunity for all persons regardless of race, sexual orientation, family status, ethnic origin, colour, sex, age, marital status and/or disability. We are committed to treating all persons with dignity, independence, integration and respect. Alternative formats and accommodation are available upon request.
- Alternative formats of this position are available upon request.

If interested, please email hr@sinalite.com with the subject "Print Production Coordinator"