

Job Description

Brofort Inc. 1500 Creditstone Rd, Vaughan, On, L4K 5W2.

Job Description: Management Trainee - Print Department

Job Duties

Purpose & Scope: To serve as support to the print team, and specifically the Accounts team. To provide overall day-to-day customer service and support to ensure the effective execution of customer requests.

Hours & Location:

- Full Time
- Based out of Vaughan, 1500 Creditstone Rd.

Duties & Responsibilities:

- This position will work closely with customers and management to ensure all jobs are processed efficiently and to client expectations.
- Project Management
 - Overseeing a project from start to finish.
 - Ability to time manage and deal with multiple projects simultaneously.
 - Interacting and liaise between customers and production team.
 - Manage timelines and costs while meeting customer expectations.
- Sales and Customer Acquisition
 - Ability to communicate and build relationships with existing customers
 - Ability to utilize leads to build prospective customer relationships.
 - Ability to prioritize customer needs while offering excellent customer service.
 - Ability to conduct and attend customer meetings to engage in new business opportunities.
- Communication & Organization
 - Creating, modifying, and proofreading e-mails to clients and vendors
 - Creating project workback schedules and keeping a project binder with documents pertaining to a particular job.
 - Ability to prioritize to-do lists and react to urgency.
 - Interacting/dealing with team members, suppliers and customers via telephone and/or email.
- Installation Dispatch
 - Planning, booking and follow up of signage installers and installation equipment.
- Procurement
 - Obtaining pricing (3 quotes) from outsourced vendors - Installers, print & materials.
 - Send purchase orders and follow up on arrival of goods.
 - Review purchase orders for approval (matching PO to invoice).
 - Complete waybills (Purolator/Fed-Ex/UPS) and reconcile shipping manifests.
- Shopvox & Data entry
 - Assisting in putting together quotations through Shopvox
 - Weekly aging report follow up with account coordinators and customers
- Creating, modifying Excel spreadsheets (in MS Excel and Google Docs).

- Internet researching (For suppliers, vendors and materials).
- Weekly, keep docket, and additional papers organized.
- Monthly, count and maintain inventory levels of materials and supplies.
- Occasionally conducting quality control checks on printed materials.
- Occasionally pick small orders and prepare for shipment.
- Other duties as requested.

Supervision:

Received: Supervised by the Account Manager.

Given: N/A.

Working Conditions:

The incumbent works primarily in an office atmosphere within the print facility. Occasional activity in the warehouse and/ or print room, may be necessary, where the incumbent may be exposed to dirt, dust, noise and fumes. The incumbent will be required to travel across Canada with the possibility of overnight stays.

Physical/Cognitive Requirements:

Usual: Operating knowledge of Google Docs and Shopvox.

Occasional: In exercising these functions the incumbent must be able to exert up to 50 lbs. of force occasionally to move objects.

Skill & Capabilities Required

Education:

Required: High School Diploma

Preferred: College/University Degree

Experience:

Required: Two years experience working in retail.

Preferred: Experience in sales role in a sign or print company.

Hard Skills:

- Technical
 - Operating knowledge of Shopvox - Sign in, order entry, reports.
 - Ability to create and manage spreadsheets.
 - Keeping detailed record of task lists.
 - Understanding how to use social media.
- Product knowledge
 - Types of signage and products we sell (interior vs exterior signage).
 - Understanding the workflow process.
 - Print and marketing collateral.
 - Pick, pack and shipping.
 - Creative design & preflight.
 - Installations.
- Material knowledge - Rigid/Roll Material

- Shopvox
 - Signing in and using reports.
 - Entering in customer info and using leads.
 - Entering in orders/quotes.

Soft Skills:

- Demonstrates leadership abilities and willingness to succeed.
- Demonstrates a willingness to learn, and make mistakes along the way.
- Demonstrates a passion for delivering (and receiving great customer service.
- High level of attention to detail with good organizational skills.
- Dependable and flexible.
- Good communication skills, both written and spoken.
- Lateral and analytical thinking problem solver.
- Self managed priority setting with ability to respond to urgency.
- Follow up and follow through with customers and internal team members.

Other Requirements:

- Ability to work flexible hours.
- Ability and willingness to travel by car to downtown Toronto, and Montreal.
- Valid Driver's License

If you are interested in the position, please email your resume to mmartinez@brofort.com

Marianne Martinez
mmartinez@brofort.com
905-482-2187 x310