



## **Job Posting**

**Company:** Schawk! Canada

**Location:** 1620 Tech Avenue, Mississauga, ON L4W 5P4

**Job Title:** **Client Coordinator; Packaging Pre-media**

Schawk is a global brand deployment company that protects brands and improves brand profitability. Leveraging its 100+ years of industry leadership, Schawk identifies and deploys scalable solutions to address a brand's complex production and delivery needs through proven expertise in workflow, resourcing, color management and imaging. Schawk is part of the brand deployment group of SGK, which is a Matthews International company.

**Job Details:** See enclosed job description. Full-time Position.

**For Further Information:** Please contact Deb Small at [dsmall@schawk.com](mailto:dsmall@schawk.com)

**Submission Deadline:** Friday, June 1<sup>st</sup>

# CLIENT COORDINATOR

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## Brand Deployment – Project Coordination

### Overview

Coordinates projects from estimation to completion, or a sub-part of the project cycle, for assigned client(s). Under the direction of the client project team and/or Management serves as a day-to-day contact for clients, internal departments, and vendors. Resolves straightforward problems using established procedures. Maintains client relationships by ensuring the delivery of high quality services and solutions.

### Key Accountabilities

#### Client Experience

- Serves as the main day-to-day contact on current projects for clients, suppliers, external partners, and Client Growth teams; provides timely responses to all inquires (e.g. within one (1) business day).
- Attends client meetings as needed; familiar with processes, capacity, timelines, etc.
- Ensures high quality standards in all client deliverables.

#### Operational Excellence

- Effectively coordinates client-specific projects throughout the lifecycle, including estimate creation, selection of appropriate projects and sub-projects, assignment of resources, monitoring project progress, and generation of the client/project invoice.
- Translates client requests and requirements into detailed, and sometimes technical, instructions for project teams.
- Partners with the client, Client Growth, and project teams to resolve identified project issues.
- Ensures accurate and timely invoices are generated by maintaining correct project details and supporting evidence, including change orders and rework, throughout the project lifecycle.
- Initiates new data item requests utilizing the Master Data Management (MDM) process and guidelines to ensure accurate client, project, and financial details are available in the system.
- May partner with Client Integration and Client Growth to ensure a smooth transition for new clients; attend pre-integration and planning meetings as needed.

#### Employee Experience

- Creates strong and effective internal partnerships and collaborates across the business; listens and values the opinions of others.
- Is an effective team member; supports the team by pitching in at any level and effectively working across the organization to meet the needs of the business.
- Takes ownership of personal actions and outcomes; encourages and empowers others to do the same.
- Embraces change; maintains an open mind and is flexible and adaptable in the face of ambiguity and change.
- Focuses efforts on achieving SMART objectives aligned to the Company's Strategic Imperatives.
- Proactively seeks opportunities to increase knowledge, skills and abilities.
- Monitors and pursues upward and lateral growth opportunities to enhance expertise and drive career development.

#### Growth

- Supports the Client Growth teams by providing accurate information for inclusion in

proposals as needed.

- Supports Company's profitability efforts by focusing on the efficient, accurate and timely coordination of the assigned project activities.

Other

- May perform other duties, as needed, to meet the needs of the business.

## Success Profile

### Education & Certifications

- Secondary School Diploma (e.g. High School) or General Education Degree (GED), or an equivalent combination of education and experience sufficient to successfully perform the key accountabilities of the job.
- College degree (e.g. Bachelor of Arts) in Business Administration, Marketing, or Graphic Design or other related fields preferred.

### Experience

- No experience required.
- Some previous experience with project coordination within marketing, creative, and/or premedia services preferred.

### Skills & Abilities

- Basic knowledge of company's products, solutions and services a plus.
- Basic understanding of the market and business environment that affects the assigned clients.
- Basic understanding of effective Pre-media, Print, Photo Studio and/or Digital production, processes, roles, tools (digital and conventional) and workflow practices and trends.
- Basic understanding of Pre-press, Print production, and/or Graphic Design techniques and processes.
- Basic knowledge to proficient in Pre-media and/or Creative Services and solutions.
- Good people, organizational, and analytical skills (including attention to detail).
- Good verbal and written communication skills
- Basic to proficient Computer Software (SW) Skills:
  - Apple Mac equipment and operating systems
  - Overall Business SW (e.g. MS-Office Suite)
  - Specific Functional SW (e.g. Adobe Design Suite, Acrobat plus QuarkXpress; Project Management Software; Agile; or others; etc.)
- Ability to assist others in the organization of projects, and to serve as a knowledge resource for other colleagues within the account team.
- Ability to interpret concept and/or brand guidelines through to artwork execution (e.g. digital, photographic, etc.).
- Ability to develop and maintain a collaborative relationship with peers and colleagues in one or more areas of the organization.
- Ability to build and maintain effective relationships with internal clients and/or external clients (e.g. printers, product manufacturers, service providers, and/or clients).
- Ability to work well in a team environment, with a moderate degree of supervision, to handle a heavy workload, to prioritize work, and to meet assigned deadlines
- Ability to translate client requests into technical instructions for production.