

JOB TITLE – Account Manager

Job Description

Ampersand is an industry leading Printing & Marketing Execution company serving Medium to Large Businesses and Advertising Agencies in the Southwestern Ontario Market. The unique combination of big business technology and services combined with a team oriented, small business atmosphere make Ampersand a great place to work.

We are looking for an exceptional individual to join our team in the role of Account Manager. This role requires customer service experience, basic knowledge of litho, digital & wide format print production processes and strong organizational skills. **The ideal candidate is outgoing, solution driven and very detail oriented.**

- Manage, nurture and grow existing book of business transferred to you by Ampersand.
- Develop new customer accounts & business relationships from leads generated by lead generation efforts and call in opportunities
- Understand / clarify incoming client request and articulate to the estimating department for quotes.
- Enter orders and liaise between client and production through the lifecycle of a job to ensure client expectations are understood, managed and met.
- Responsible for entering and maintaining customer information in Ampersands Customer Relationship Management system
- Responsible for logging sales activity in Ampersands Customer Relationship Management system
- Help management identify opportunities and customer requirements that are not being met.
- Participate in development and execution of Ampersand Marketing Plan and Selling Strategies.
- Attend educational opportunities for professional & personal development in the field of printing, graphic communication and marketing
- Communicates professionally in all verbal and written communication to internal departments and external contacts
- Along with management, set and be accountable for annual sales goals
- Other duties as assigned

Desired Skills & Experience

- University degree and/or College diploma
- Relevant Customer Service experience preferred
- General technical and product knowledge associated with litho, digital and large format printing processes
- Interpersonal Savvy – Relates to all kinds of people. Builds constructive and effective relationships

- Detail oriented with very strong organizational skills
- Strong computer skills - PC, business software and internet use with knowledge of Microsoft Office Programs (Word, Excel, etc.)
- Ability to work independently and strategically, with minimum supervision and to self-manage work time and priorities
- Has vehicle and is able to drive to customer locations when required for opportunities, project management and relationship building.
- Capacity to effectively multi-task
- Fluent in English with clear enunciation, ability to read and write business English

Reports to: President

Application Procedure: Send your resume damian@ampersand.ca

Our thanks to all interested applicants however only chosen candidates will be contacted. Please no phone calls.