TOPPAN

TOPPAN MERRILL

Advancing business.
Expanding possible.

Client Service Project Manager - Financial Print - 2nd Shift, Toronto ON

Toppan Merrill is a global technology leader committed to simplifying the complexity of regulatory disclosure and communications. We offer the most intuitive end-to-end SaaS platform for complex compliant content creation and enhancement of multi-stakeholder collaboration. Our industry-leading technology is backed by what we are best known for: unmatched market expertise and unparalleled customer service. Toppan Merrill is a leading partner for the financial, legal, health and capital markets.

We believe in high-trust collaboration and value each person's unique skills, perspectives and experiences. Our success is driven by our world-class global teams and culture. Learn more at https://www.toppanmerrill.com/careers/.

Toppan Merrill has an exciting opportunity for a **Client Service Project Manager - Financial Print - 2nd Shift** to join our #hybrid **Toronto, ON** team. In this role, you will provide administrative and operational support to ensure the efficient day-to-day functioning of the office while partnering with internal teams and clients to coordinate projects, manage requests, and support business operations.

Shift: 2nd 3:00pm – 11:00pm ET with required overtime
Hybrid – Required onsite Wednesday at our Toronto, ON facility

Job Responsibilities:

- Provide administrative and operational support, including preparing documents, maintaining records, coordinating meetings, and responding to employee, client, and visitor requests.
- Coordinate office services such as mail distribution, supply inventory, equipment requests, conference room scheduling, and facilities-related needs.
- Serve as a primary point of contact for routine office and client inquiries, directing requests to the appropriate department or resource as needed.
- Prepare correspondence, reports, spreadsheets, and other business materials while ensuring accuracy and professional formatting.
- Maintain electronic and physical files in accordance with established recordkeeping, confidentiality, and retention requirements.
- Assist with office events, employee meetings, onboarding activities, and departmental projects.
- Identify routine operational issues, recommend practical solutions, and escalate complex or sensitive matters when appropriate.

- Interact professionally with internal and external clients while delivering exceptional service and support.

About You:

- High school diploma or equivalent required; Associate degree in Business Administration, Office Management, or a related field preferred.
- Previous experience providing client service, administrative support, office coordination, project coordination, or operational support preferred.
- Proficiency with Microsoft Outlook, Word, Excel, PowerPoint, and Teams.
- Strong organizational skills with the ability to manage multiple priorities, deadlines, and competing requests.
- Excellent verbal and written communication skills.
- Ability to maintain accurate records and handle confidential information with discretion.
- Demonstrated problem-solving skills and sound judgment when addressing routine operational issues.
- Ability to work independently while collaborating effectively with cross-functional teams.

We understand that your skills deserve recognition. That's why we offer a competitive pay scale ranging from **CAD $20.00 - $40.00 per hour**, *based on experience and expertise. We believe in compensating our dedicated team members fairly for their hard work and commitment. Please note that actual salaries may vary within, above, or below this range based on factors such as education, training, experience, professional achievement, business needs, and location.*

Toppan Merrill strives to provide our employees and loved ones with competitive benefits including:

- Enhanced Medical, Dental, Vision and Life insurance for employees and dependents
- Retirement Savings Plan with company match
- Paid time off including vacation, sick, community involvement, bereavement, jury duty, and holidays
- Paid parental leave
- Paid community involvement/volunteer days
- Wellness Resources and Employee Assistance Programming

Toppan Merrill is an equal opportunity/affirmative action employer. Qualified individuals, including qualified women, minorities, individuals with disabilities and veterans, are encouraged to apply.