

EXTERNAL POSITION POSTING

July 26, 2022

Client Relations Coordinator / Technical Coordinator

London, ON (Hybrid)

About Jones Healthcare Group

Jones Healthcare Group is a world-class provider of advanced packaging and medication dispensing solutions. With roots firmly established in healthcare, Jones has been a long-time, trusted partner for some of the most recognized global pharmaceutical brands and the largest pharmacy groups, independent pharmacies, hospitals and long-term care facilities across the world.

Imagine working at Jones, where we embrace our commitment to the environment, team members, communities, and consumers – and we're inspired to package the future of healthcare.

Learn more about our story here: www.joneshealthcaregroup.com.

What our colleagues are saying:

"I love the people, the positive organizational culture, my team and the genuine spirit of cooperation and shared goals. I'm very optimistic about my professional growth and development and the value that I hope to bring to the company."

Benefits we offer:

- A safe, respectful, and inclusive environment
- Competitive compensation and equitable people practices
- Comprehensive benefits and an RRSP program where we match up to 5% of your earnings
- Opportunities to grow and develop, alongside a supportive team
- Employee and family assistance program
- Referral bonuses
- Education reimbursement program
- Colleague appreciation events
- and more!

Summary of position:

If you love a challenging manufacturing environment and working collaboratively with business development and operations to exceed customer's expectations, then this position will be of interest to you.

If you get excited about organizing and project management; getting all the puzzle pieces together and completing the puzzle, then this position is a perfect fit for you.

If you are a natural at multi-tasking in a fast-paced environment and making recommendations for continuous improvement to keep the production floor humming, then you'll want to consider this opportunity.

The Client Relations Coordinator /Technical Coordinator is responsible for providing an exceptional customer experience through superior account coordination and project management. This position acts as the main point of contact for account business requirements and functions as the communication link between customers and internal teams. This position provides technical and sales support with business retention and new business generation. The incumbent must work closely with all departments at all stages of design, planning and production to guarantee a high quality product is manufactured to client specifications. The success of the Client Relations Coordinator / Technical Coordinator is largely dependent upon the incumbent's ability to adapt to changes in a dynamic environment, build strong client relationships and facilitate internal efforts towards exceeding client expectations.

Here are some of the different activities you'll be asked to do:

- Responsible for client communications, conflict resolution, and compliance on client deliverables and revenue from business award to after order care.
- Manage client expectations and inquiries with a proactive and responsive approach while representing client's interest to the internal teams.
- Initiate new pre-production orders by facilitating new business or copy change requests from our business development team and our account management team
- Assist with new business development by providing inside sales support including processing quotes and structural design requests.
- Interpret and understand the complexity of the requests to assign appropriate de-risking tools prior to entering jobs in the queue
- Maintain communication with client regarding order confirmations and progress of each job.
- Monitor finished goods inventory levels to ensure timely release.
- Provide guidance on technical specifications related to request or RFQ's
- Collaborate with other functions to solve complex problems related to the technical aspects of new product introductions
- Build production run plans based on print configuration of the product.
- Facilitate and lead the on-boarding of new business utilizing project management tools.
- Assist in continuous improvement projects and initiatives.
- Filter CIRs and quality concerns while mitigating risk to both client and Jones
- Manage post production needs with regards to entering returns, reworks or credits
- Attend client site visits as required and assist sales by compiling business review data.
- Recognize opportunities for growth within existing accounts and communicate to Sales.
- Understand and promote the company's capabilities and services, and effectively communicate all offerings to clients.
- Ensure all requirements of JPI Quality Management System are followed.
- Ensure all applicable Health & Safety Management System policies & procedures and Environmental Management System policies and procedures are followed.
- Other duties and responsibilities as reasonably assigned by the Manager, Client Relations from time to time.

If you've got:

- Values that mirror ours, from the Inside Out: **I**nspire, **N**imble, **S**upportive, **I**nclusive, **D**riven, **E**mpathetic

- Post-secondary diploma/degree in Graphic Arts / Structural Die Design or related program.
- Minimum 1 year in either graphic arts design / structural die design (preferably within the printing/packaging industry)

We'd like to hear from you!

Please submit a resume to inspired@joneshealthcaregroup.com and let us know why you are interested.

While we thank all candidates for their interest, only those selected for an interview will be contacted.

As part of our commitment to accessibility for all persons with disabilities, Jones Healthcare Group will, upon the request of the applicant, provide accommodation during the recruitment process to ensure equal access to applicants with disabilities. Please contact the Jones Human Resources department at 1.800.265.9093 about your needs, and we will consult with you to ensure suitable accommodation is provided.

For all feedback on equity and accommodation needs, please also contact the Human Resources department.