



# Client Coordinator

Location: Toronto

**SGK is a global packaging and brand experience company. From idea to implementation, we deliver packaging solutions and brand experiences that give brands the freedom to speak louder, scale faster and grow stronger. We simplify marketing and amplify brands to deliver value. SGK is a Matthews International company.**

## POSITION SUMMARY

The Client Coordinator will help support the full lifecycle of brand development projects in partnership with account leads for assigned clients and projects. Ideally, have strong administration and organizational skills and able to work in a fast-paced creative and packaging environment. We are looking for candidates who have an excellent attention to detail coupled with strong communication skills. This position is focused on client services and client support.

## JOB RESPONSIBILITIES

- Manages small scale client-specific projects throughout the lifecycle including project kickoff, monitoring project progress, ensuring on-time delivery and timely invoicing.
- Translates client requests and requirements into detailed, and solution review meetings to ensure client needs and expectations are met.
- Partners with account team members and/or the client during project kickoff and solution review meetings to ensure client needs and expectations are met.
- Ensures conflicts/issues are resolved to keep projects on track and maintains high quality standards in all client deliverables.
- Ensures accurate and timely invoices are generated by maintaining correct project details and supporting evidence, including change orders and rework, throughout the project lifecycle.
- Builds, supports, and maintains client portal and CRM application.
- Additional duties as assigned.

## QUALIFICATIONS / REQUIREMENTS

- Bachelor's Degree in Business Administration, Marketing or related field
- 1+years of previous project coordination within a graphics manufacturing environment experience; or equivalent combination of education and experience
- Occasional travel either locally, nationally, and/or internationally may be required.

- High degree of proficiency MS Office Suite, Outlook & Internet applications.
- Strong analytical, prioritizing, interpersonal, problem-solving, presentation, budgeting, project management (from conception to completion), & planning skills.
- Strong verbal and written communication skills (including analysis, interpretation, & reasoning).
- Solid understanding and application of mathematical concepts.
- Ability to develop and maintain collaborative relationships with peers and colleagues across the organization, as well as, internal and external clients.
- Ability to work well autonomously and within a team in a fast-paced and deadline-oriented environment.
- Ability to work with and influence peers and senior management.
- Self-motivated with critical attention to detail, deadlines and reporting.
- Ability to work overtime as necessary

#### **PHYSICAL ASPECTS / WORK ENVIRONMENT**

- Regularly required to stand; walk; sit; and talk, hear and see.
- Regularly/Occasionally lift and/or move up to 10 pounds.

\* Reasonable accommodations may be made to enable individuals to perform the essential functions.

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