

**Job Advertisement**

Position: Planner

Department: Customer Experience

Job Type: Full-time, permanent

Organizational Background:

MET is one of Canada's leading providers of brand, marketing, print, merch and customer experience products and services. We proudly serve some of the coolest and most exciting companies on the planet, such as Ferrari, BMW, Nike, Adidas, Lululemon, Aritzia and RedBull.

We are in the business of innovation, inspiration and customer experience and are looking for great people who are passionate about all things relating to brand, design and the creative process.

The Position:

At MET, we are guided by CPOV (Customer point of view) and are here to build life-long customer relationships.

Our MET CX team members hold a very important position in leading the execution and coordination of our Customer Experience and Sales strategy, under the leadership of our Account Executives.

Supported by our Head of Customer Experience (CX), you will partner with experienced Account Executives concurrently, with additional responsibilities that will include the support of additional Account Executives who are new to role and will require induction into MET and mentorship around our organization, our industry and our various key relationship partners.

Key Duties and Responsibilities:

- Our MET CX team members will be required to collaborate effectively and professionally across the entire MET organization to ensure the successful and timely completion of sales projects and customer commitments.
- Support and promote sales efforts, deliver projects and enable revenue generating activities across the entire MET sales organization.
- Internal and External relationship management will play a critical role in the success of our organization.
- Plan production print projects using MIS Software
- Plan outside print projects
- Plan digital and special projects as needed
- Monitor new jobs for sales reps on digital store front (DSF) order site
- Prepare work back schedules with coordination of schedules
- Bill and maintain projects budgets, billing within 5 days (or less) of shipping completion
- Work with the estimating team for pricing of jobs
- Attending daily and weekly internal meetings
- Coordinate daily with paper purchaser / scheduling
- Order paper / mill order papers as require on projects (or coordinate with purchasing)
- Maintain personal list to track projects opened

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- Meet with assigned sales reps daily or as required
- Communicate with clients whenever possible to streamline information flow
- Attend / direct and schedule project specific meetings with department stakeholders as required
- Monitor and report on weekly WIP list of projects

Qualifications & Experience:

- Previous experience in the printing industry is required.
- Previous experience working as a planner/scheduler.
- Previous experience working in a customer facing role is preferred.
- Knowledgeable of electronic planning software (general concept)
- Familiar with layout impositions.
- Knowledge with printing project workflows.

Hours of Work:

- 8:00 am – 4:30 pm, in office (1498 Frances Street, Vancouver).

Salary Range:

- \$50,000 - \$60,000

How to apply:

Please submit your resume and cover letter to the Director of People & Culture, Elizabeth Baergen (elizabeth@metprinters.com). The application deadline is October 14, 2022.

We want to thank all applicants for their time and interest in MET Printers, however, only those that are successful in the first phase of recruitment will be contacted.