

Client Service Representative

Do you strive to be amongst the best? Do you enjoy working as a team and sharing your expertise? Are you always looking for ways to improve your skills and the work you do? If so, we're looking for you!

About Us

TC Transcontinental has close to 8,000 employees globally, 39 operating facilities and revenues of C\$2.6 billion in 2020. With our 3 business segments in Print, Packaging and Media we continue to optimize, transform and grow while making impressions that count!

This position will be part of our *Premedia team*, the largest division of its kind in Canada. With over 500 talented employees in our group, we are proud to provide our national retail and CPG customers with key services ranging from creative, photo/video, language services, production, packaging and technology solutions. You will join this very passionate and dynamic team, in an exciting environment that is second to none!

About this opportunity

Our Client Service Representatives play a pivotal role in interacting with our clients, account management teams and TC Transcontinental's internal production departments, acting as the central conduit for all client projects and communications. They provide project coordination and production support by ensuring the in-store signage programs and other special projects meet all deliverables while adhering to client objectives.

What you will do

- Responsible for working with all phases of production to oversee and coordinate from concept to completion for In-store signage, POP, Billing, and other operational functions
- Ensure internal team is fully briefed and has all information necessary to execute every project.
- Manage the implementation of projects by allocating tasks as required among internal teams based on volumes and priorities.
- The timely review of production status of project(s) that are works-in-process to ensure established process deadlines are being supported and met.
- Provide regular communication on the status of active projects and ensure production team is made aware of any risks to timelines if schedules are not adhered to.
- Support internal teams with client follow-up communication on outstanding project assets and information.
- Communicate and deliver client's feedback to internal teams in a timely manner.
- Assist with completion of billing tasks in a timely manner.
- Collaborate with production team in developing, documenting, and implementing standard operation procedures (SOPs).

What you have to offer

- Post-secondary diploma or degree in graphic design communication or related industry (or equivalent work experience)
- Proficiency in Production and/or Marketing team-based environment with client facing experience.



- Intermediate skills in Microsoft Office and Adobe Acrobat
- Knowledge of creative design and graphic file formats
- Results and details oriented
- Minimum 1 - 3 years of experience in a related position

Core CSR Competencies:

- Strong multi-tasking skills with an ability to collaborate with multiple client stakeholders and ability to prioritize multiple deadlines.
- Strong administration and an excellent graphic communication skill.
- Ability to articulate both clearly and concisely in written and oral communication.
- Passionate about the retail industry and actively seeks new opportunities to learn.
- The development and maintenance of positive working relationships among co-workers and client(s).
- Ensure established account objectives are met every time.

What we have to offer – TC

- Opportunity to be part of a dynamic and highly motivating work environment where you can develop your potential and launch an exciting career;
- Development opportunities where your input makes a difference.
- Competitive compensation package, pension and flexible benefits that are customizable to you and your needs;
- Employee perks such as discounts from suppliers on various products and services such as insurance, wireless bundles, travel, and much more.

Apply to job opportunity directly on TC Transcontinental's company website, careers page.

Role Details

- Position: Client Service Representative
- Location: Mississauga, ON
- Employment Type: Full Time
- Salary: Paid
- Contact/How to apply: Apply directly on company website, careers page - <https://sjobs.brassring.com/TGnewUI/Search/home/HomeWithPreLoad?partnerid=25783&siteid=5113&PageType=JobDetails&jobid=710100>
- Human Resources Email: tdshr@tc.tc
- Application Deadline: Feb. 2022

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