



PROJECT COORDINATOR

Job Description

We are looking for a **full-time Project Coordinator** for our Customer Service department. They will be responsible for coordinating the execution and delivery of projects. The ideal candidate is self-motivated, organized and possesses strong interpersonal and problem solving skills. They must be energetic, enthusiastic, and able to work in a fast paced environment. Print industry experience is definitely an asset.

Primary Responsibilities

- Provide exceptional customer service to clients by promptly understanding client requirements, following up on projects in process, and communicating the needs of clients to production
- Process orders received from clients and ICON Account Executives in a timely fashion
- Process change orders to reflect clients' changing requirements
- Report status of current and pending projects on a daily basis
- Ensure that all stages of the Quality Control process have been checked off in all departments prior to shipping
- Follow-up with customers to obtain purchase orders for invoicing
- Maintain accurate client information in internal database system
- Assess appropriate charges to extra billing items and obtain mandatory client approval prior to proceeding
- Ensure all extra billings have been included once projects are ready for billing

Skills, Experience, and Requirements

- Completion of post-secondary school (university or college) is required
- Excellent oral and written communication skills
- Possesses a strong ability to identify problems and solve them
- Able to work well independently and as part of a team

Key Competencies

- Pays strong attention to detail
- Able to take initiative
- Possesses strong organizational skills
- Possesses the ability to multi-task and work in a fast-paced environment

Salary range: \$43,000 - \$48,000 per year.

Work Location: 7495 Birchmount Rd, Markham, ON, L3R 5G2, Canada

Please send resumes to chris.lau@icondigital.com.

ABOUT ICON

ICON is a full-service organization with a 120,000 square foot state-of-the-art production facility based in Markham, Ontario. With additional offices based in Toronto, New York, and Montreal, we are unmatched in terms of technology, production capabilities, and product diversity, serviced by the most experienced and knowledgeable team of display graphics, digital signage, video production, and print professionals in the business. ICON's reputation for reliability, quality workmanship, professionalism, and customer service is well earned and reflected by the trust and loyalty of clients we serve.

As a multi-faceted visual communications media company, we serve our clients' needs of transforming spaces in retail, out-of-home advertising, digital, corporate/event marketing, hospitality, and consumer packaged goods (CPG) industries. Our company name represents strength and innovation, both of which are necessary for growth and success within our respective industries. Within ICON we have two divisions – ICON Media and ICON Visual, these divisions support the commitment we give to our clients to continue being leaders in All Things Visual.

We thank all applicants, however, only those selected for an interview will be contacted. ICON Digital is an equal opportunity employer and we encourage candidates from diverse backgrounds to apply.

ICON Digital is a supporter of AODA (Accessibility for Ontarians with Disabilities Act). Accommodation will be provided to all applicants with disabilities during the recruitment process. Please include a summary of the accommodation required in your application email.

Application Deadline: January 31, 2025