



Job title: Client Success Representative & Administrative Assistant

About Minoh

At Minoh, we bring brands to life through impactful signage. From design to production, we help businesses stand out with premium visual solutions. Our fast-paced, collaborative environment blends creativity with craftsmanship, ensuring every client project is both effective and memorable.

We believe work should be as enjoyable as it is productive. If you're passionate about customer service, love staying organized, and enjoy supporting creative work, this opportunity could be a perfect fit for you.

The Role

We're looking for a Client Success Representative & Administrative Assistant to join our growing team. This dual-role is ideal for someone who thrives on client engagement, operational support, and has a solid understanding of the creative or production process—particularly in industries like signage, printing, or graphics.

As the key link between our clients and internal teams, you'll ensure projects move seamlessly from inquiry to completion—on time, within budget, and with attention to detail. This role is especially suited to individuals with experience or education in graphic production, visual communication, or business-focused design programs who enjoy working in a structured yet creative environment.

Responsibilities

- Build and nurture strong relationships with clients
- Develop new leads and support customer engagement (in-person and digital)
- Prepare and deliver accurate, timely quotes
- Respond to client inquiries with professionalism and speed
- Meet quarterly KPIs and contribute to team success
- Assist with documentation, scheduling, and administrative support
- Communicate clearly with clients, internal teams, and suppliers



- Coordinate artwork files, job specs, and order details with production
 - Help coordinate artwork, production files, and order details
 - Help maintain a clean, organized, and safe workspace
 - Follow company procedures and health & safety standards
 - Take on additional support duties as needed
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Qualifications

- 2+ years of customer service or inside sales experience preferred
 - Experience in the signage, print, packaging, or graphics industry is an asset
 - Diploma or degree in business, communications, or design-related field preferred
 - Strong verbal and written communication skills
 - Excellent attention to detail and organizational skills
 - Comfortable with multitasking in a fast-paced environment
 - Familiarity with creative files (e.g., PDF, AI) is a plus
 - A proactive, team-first attitude and eagerness to learn
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Additional Information

- Employment Type: Full-time
- Work Hours: 7:30 AM to 4:00 PM
- Wage: \$20–24/hr
- Location: This is an on-site position at our production facility. Remote work is not available.

How to Apply

Please submit your resume and cover letter to info@minoh.ca. We look forward to hearing from you!