



JOB DESCRIPTION

Job Title and Number: Assistant Account Manager, EEOC# 50505

Reports to: Account Services Manager

Pay Range: \$10.40-13.00/hr

Max: \$14.95/hr

Status: Non-Exempt, Administrative Support Workers

Date: 12/23/2009

Job Summary:

Assist Sales Team with administrative and account management services: including customer communication, estimating, job ticket processing, reporting, and production troubleshooting. Works as a team with other employees to provide customers with the highest quality service available.

Job Responsibilities:

1. Investigate and gather information required for completing customer job orders.
2. Enter customer orders into computer and perform other data entry for Sales Department and other departments as necessary.
3. File and maintain documents, samples and color standards for Sales department and other departments as necessary.
4. Assist Account Managers and Account Services Manager with special projects.
5. Assist in establishing Standard Operating Procedures.
6. Create and maintain reports for Sales and Account Managers.
7. Investigate and assist in information gathering and troubleshooting work flow procedures.
8. Aid in order processing, outsource and forecasting customer orders.
9. Utilize as Back-up to Account Managers.

Competencies

Verbal and written communication
 Excellent organization
 Multi-tasking
 Problem solving
 Proficient in Microsoft Office Suite

Prerequisites:

Bachelor's degree in Marketing, Business Communications or other related field preferred; knowledge of print industry preferred; valid driver's license and excellent driving record.

Physical Requirements:

Generally sedentary; 20/40 visual acuity; superior color vision on Farnsworth Munsell 100 Hues and D-15 preferred.