

Gomer Press Ltd

Job Description

Name	TBC	Dept.	Customer Services
Title	Customer Services Exec	Reports to	Commercial Manager

Job description:

To oversee Gomer Press' relationships with its existing customers and to ensure that our business with them runs as smoothly as possible on a day-to-day basis. To calculate print quotes and pitch for business from new prospects and existing clients.
To oversee the progress of customer files to approval to plate, ensuring that plates, signed-off proofs (where relevant) and works instructions are delivered to Production, correct and on-time. To develop additional Sales from new and existing clients.

Key Tasks:

- 1) Learning the Shuttleworth MIS system and using this software to produce print quotes in order to pitch for work from new and existing clients.
- 2) Receiving, reviewing and processing customer's manufacturing orders.
- 3) Overseeing the progress of orders from enquiry through to approval to plate and ensuring that works instructions are complete and correct and are delivered to Production to schedule
- 4) Checking job bags and proofs against customer orders and known customer requirements prior to these being released to production.
- 5) Briefing Production on job requirements and ensuring all relevant information, sample copies and proofs are supplied and always available to Production.
- 6) Liaising with Production and attending meetings where necessary, ensuring all relevant information is available on jobs which are either in progress or pending.
- 7) Maintaining an awareness of what jobs are expected in from existing customers and ensuring these are posted to the schedule where necessary.
- 8) Making sure that quality issues and customers complaints are logged as events in Shuttleworth in a professional manner and taking an active part in Quality Management within the business. Working with Management to ensure that complaints are resolved in the best interests of Gomer Press.
- 9) Maintaining customer details in Shuttleworth, and ensuring that these are up-to-date, and correct. Following up estimates and selling Gomer's services by various means including prospecting and cold calling. Using "Rolling contact" events to log activity where appropriate.**
- 10) Hosting customers visits and visiting customers offsite to continually improve working relationships with clients and develop new business.**
- 11) Continually developing an in depth understanding of production processes and technical issues regarding file supply, paper availability, pricing and computer software etc.
- 12) Any other tasks deemed necessary by the departmental manager.

Measures of Performance:

Absence of spoilage due to problems with content or job bag instructions.
Order intake from customers measured against the sales budget or agreed targets.
Customer satisfaction expressed by thank-you letters etc.
Consistent and accurate reporting of customer complaints, quality issues and late jobs.
Accuracy of information passed to production.

Communication and other responsibilities:

To make sure opportunities for new business are acted on.
To follow up quotations and contact customers who are not placing work, with a view to generating additional sales.
To work with the Management Team on process improvements which will improve our service to Customers and our efficiency.

Signed acceptance	
Date	