

Date: Aug 12, 2022
Position: Account Representative
Status: Full Time
Location: Burnaby

PrismTech Graphics is a North American leader in the rapidly changing and transforming business of print communications. In business for over 25 years, we are truly best-in-class and deliver superior results through expert craftsmanship, advanced technology, and sustainable practices. Our Burnaby location is seeking the addition of a proven and experienced Account Representative interested in a long-term career opportunity to work with an industry leader in large format print communications.

The Account Representative is responsible for developing and maintaining a customer base while continually recruiting new clients. This role is the key liaison between client and company, ensuring superior customer relationships and professional representation of PrismTech Graphics consistent with our culture and reputation for the highest quality, service, and integrity. In close collaboration with Sales Management, the Account Representative is expected to meet or exceed sales budget targets which are established annually and monitored on an ongoing basis.

Core Responsibilities

- Maintain and grow sales account base, while prospecting and developing relationships.
- Respond to customer inquiries by creating and submitting quote requests to the Customer Service team.
- Provide guidance and support to clients and assist in reconciling issues.
- Maintain an up-to-date database of active and prospective customers within PrismTech's ERP system.
- Work with the Customer Service Team to ensure effective client communication to meet production and delivery expectations.
- Present pricing and secure commitment for projects of various complexities.
- Effectively liaise with internal Manufacturing contacts to ensure a high level of customer satisfaction and service.
- Accurately communicate customer requirements and work to resolve challenges in a professional, proactive, and collaborative way with the highest regard to sustainability practices and integrity in the work environment.
- Perform on-site visits to assess project requirements and communicate effectively to the planning personnel.
- Meet and coordinate with various trades to properly assess project requirements.
- Assist in plant tours, press approvals and other on-site customer or prospect visits.
- Actively participate in weekly Sales Huddles and semi-annual Sales conferences.

Skills & Qualifications

- Minimum 3 years sales experience in the large format printing industry and/or postsecondary degree or diploma in graphic communications, business, or equivalent education and training.
- Experience in selling to marketing communication decision makers, graphic designers, and procurement departments.
- An excellent knowledge of prepress and wide-format print production, new technology developments, competitive services, and trends.
- Exceptional verbal, written, numerical and interpersonal business communication skills.
- Ability to multi-task, manage time, ensure organization, and work under pressure in a fast-paced, deadline driven environment.
- Demonstrated track record of a solid, customer-focused work ethic, and meeting or exceeding sales goals.
- Proven ability to work effectively both independently and in teams.
- Experience in core MS Office applications.

If you are interested in this opportunity, please forward your resume to hr@prismtechgraphics.com and quote "Account Representative" in the email subject line.