

Date: Dec 2, 2022
Position: Account Representative
Status: Full Time
Location: Burnaby

POSITION OVERVIEW

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.

As an integral part of PrismTech's Sales team, the Account Representative is responsible for maintaining and growing profitable sales from an assigned customer base while actively developing new clients. Reporting to the Director of Sales, the position is the key liaison between client and company, ensuring exceptional 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.

POSITION RESPONSIBILITIES

- Maintain and grow a sales account base, while prospecting and developing new business relationships.
- Respond to customer inquiries by creating and submitting detailed quote requests to the Customer Service team
- Present pricing and secure commitment of projects of various complexities
- Provide project guidance and technical support to clients and assist in reconciling issues.
- Perform on-site visits to assess project requirements and communicate effectively with the planning personnel.
- Work with the Customer Service Team to ensure effective client communication to meet production and delivery expectations.
- Effectively liaise with internal Manufacturing contacts to ensure a superior level of customer satisfaction and service.
- Where required, meet and coordinate with various trade or third-party vendors to accurately assess project specifications and applications
- Maintain an up-to-date database of active and prospective customers within PrismTech's ERP system.
- Consistently demonstrate a professional, proactive, and collaborative work ethic with the highest regard for ethical and sustainable practices and integrity in the work environment.
- Assist in plant tours, press approvals and other on-site customer or prospect visits.
- Actively participate in weekly Sales Huddles, semi-annual Sales conference, and various customer-facing events.

SKILLS & QUALIFICATIONS

- Minimum 3 years sales experience in the large format printing industry and/or post-secondary degree or diploma in graphic communications, business, marketing management or equivalent education and training.
- Experience in selling to marketing communication decision makers and Graphic Designers.
- An excellent knowledge of prepress and wide-format print production, recent technology developments, competitive services, and trends.
- Exceptional verbal, written, numerical and interpersonal business communication skills.
- Ability to multi-task, manage time 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.