



**Palladian
PRESS**

Customer Services/ Print Production Executive

Person Specification

The ideal Customer Services/ Production Executive at Palladian Press will have the following qualities and experience:

- 2+ years in a customer service role.
- A thorough working knowledge of sheet-fed lithographic print production, including pre-press, press and bindery operations.
- A talent for building relationships with new and existing clients.
- Excellent communications and organisational skills, and the ability to work under pressure and handle multiple tasks.
- Strong computer skills, including familiarity with Microsoft Office and specialist print production software.
- Team skills and the ability to work to the highest standard within tight timeframes.

Job Description

A Customer Services/ Production Executive must combine technical knowledge of the printing process with the flair to win and keep loyal customers. Specifically, he or she will be responsible for:

- Building relationships with existing clients, and ensuring that the customer service they receive is second to none.
- Researching and identifying new clients and encouraging them to use Palladian Press's services.
- Providing customers with fast, accurate estimates.
- Carrying out scheduling and loading job details into the computerised management system.
- Overseeing each job right up to the point of despatch.
- Liaising and negotiating with suppliers.
- Helping to operate the company's stock control system when required.
- Working with the commercial department to ensure timely, accurate invoicing.

Above all, a successful candidate for this role will have a thirst for seeing print produced to the highest possible standard, and the ambition to build a growing portfolio of loyal and satisfied customers.



Certificate Number GB9441

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**Hours**

Customer Services/Print Production Executives will be expected to work 37.5 per week, but must have the flexibility to work additional hours that may be required to complete work and meet customer requirements. A willingness to work some weekends would be advantageous.

Benefits

- Competitive salary, dependent on skills and experience.
- 26 days holiday per annum, plus statutory bank holidays.
- Palladian Press operates a stakeholder pension scheme.

Palladian Press strives to be an equal opportunities employer.