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Job Description:
Customer Service Account Manager

The Customer Service Account Manager is a member of the Client Services team who manages the integrated delivery of Sigler services. This account manager will serve as the primary point of contact and take ownership of each project, to facilitate open communication among all team members, and ensure that the right experts are at the table when discussing new opportunities with the client(s). This person will be involved in estimates and production details and is expected to use Sigler Companies' job management systems as well as specialized internal teams to guide work through the shop. The Customer Service Account Manager is responsible for on-time, on-target execution, on both a daily and long-term basis. This role is an onsite position, working in the Sigler facility during Sigler's normal operating hours, Monday-Friday, 8am-5pm.

Education and Experience:

Three to five years of similar experience is preferred but not required.

Qualifications:

- Organized multi-tasker, self-starter and strategic thinker with excellent follow-through.
- Strong personal interaction and communication skills.
- Ability to facilitate communication between clients and various internal teams.
- Able to adapt to change and modify plans as requirements change.
- Maintain an empathetic relationship with customers to ensure understanding for their problems and needs.

Essential Job Functions:

- In everyday interaction and communication with co-workers and clients, actively personify the values of Sigler Companies.
- Successfully complete the coordinated training program with Sigler Companies to fully understand the creative and production process of each job as well as the full capabilities of Sigler Companies.
- Negotiate client/working relationship and initiate, facilitate and/or develop proposals, estimates, needs assessments, etc. to accurately reflect details of relationship and expectations.
- Initiate and facilitate project kick-off assuring all key team members are present to develop initial strategy/concept.
- Work with production teams on project changes, timelines and estimates.
- Build and nurture client relationships, identify key decision makers and ensure client satisfaction.
- Communicate daily on project status, planning, production details, etc.

Daily Account Manager functions include but are not limited to:

- Utilize job management systems to facilitate estimates, new print jobs, purchase orders, and fulfillment orders
- Manage internal communication (internal daily, weekly meetings with internal team)
- Review available reports to follow up on job status and deadlines, keeping client informed of potential problems or delays
- Communicate change orders and added costs
- Work with client on long-term goals and new initiatives to maximize sales and meet client needs
- Follow up with internal team frequently to answer questions
- Work with Accounting to ensure all relevant jobs are appropriately billed and closed
- Serve as back-up for other peers when needed