



# PRX Print

Bringing your print to life!

## Print Estimator/Client Service Representative

PRX Print has been in business since 2010 and is proud to be an all-Canadian label manufacturer committed to providing the best customer service, quality and value to a wide range of clients across Canada, large and small in all industries and sectors. We are a full-service printing company with state-of-the-art production equipment and an awesome team of employees who are committed to working hard to turning our clients' artwork into beautiful printed results!

We presently have a job opening for an **Estimator/Customer Service Representative**. This role is IN OFFICE from Monday to Friday, 8:30 – 5pm at our Mississauga location. Parking on site is provided.

**Job Summary:** Do you thrive in a collaborative team-based work environment? Are you excited about the dynamic and innovative field of print production and packaging? We are seeking a creative and detail-oriented candidate to join our fast-paced, multidisciplinary team. As ESTIMATOR/CUSTOMER SERVICE REPRESENTATIVE you will interface with and manage a group of clients and their label and print requirements on an ongoing basis, providing estimates and quotes by collaborating with the production and prepress departments as well as our vendors to estimate and quote all aspects of print and fulfillment production.

Along the way you will use Illustrator, Excel and Quickbooks to: identify artwork requirements and develop estimate solutions, collaborate with team members in different departments to gather information, work directly with vendors to secure necessary materials/services and quotes and coordinate/process print orders from start to completion. This coordination of all print/packaging components is necessary to optimize all aspects of pricing (labour, materials, outside services, production time, logistics, etc.).

**Responsibilities:**

- Receives requests for print estimates directly from salesperson or customers
- Reviews specifications and art files for completeness and accuracy and prioritizes the processing of estimates
- Requests additional detail from customer or salesperson, when necessary
- Follows established procedures to prepare accurate and timely quotations in Excel that address various options including quantities, SKUs/versions, material stock, adhesive, digital or flexo print, number of plates, colours and coatings (Varnish or overlaminates), outsourcing options, and optimum shipping methods
- apply accurate pricing templates to promote efficient processing of quotes
- Identifies creative solutions or alternative methods for producing the job that increases profitability, improves efficiency or results in competitive pricing
- Prepares, saves and generates estimates and sends to clients and/or salesperson
- Prepares special reports upon request by collecting, analyzing, and summarizing information and trends
- Quality check print samples against all specifications
- Correct any estimates as they go through production and revise quotes accordingly; communicate corrections to all integrated parties

**Qualifications and Requirements:**

- Willing to work in and support a team, while working independently
- Strong interpersonal, communication, and customer service skills
- Excellent organizational skills and able to compose emails efficiently and comfortably to communicate effectively to clients and vendors
- Demonstrated excellence in organization, attention to detail, and timeliness
- Strong decision-making ability
- Meticulous, able to take initiative and responsibility, meet critical deadlines
- Ability to multi task on several client accounts throughout the day and provide timely responses in a fast-paced environment
- College or university degree in graphic design, printing, or related field is desirable
- Knowledge of printing and packaging preferable (but not required)
- Knowledge of Quickbooks is an asset,

but not required • Aptitude for working with numbers and calculations and comfortable working in Excel • Thrives in an interdisciplinary setting, constantly learning from other team members •

**What we Offer:** We offer competitive pay commensurate with experience and education, a business casual environment with a multi-disciplinary, hands-on positive approach to team work, with opportunities for growth, cross-training in other departments to broaden experience and knowledge and learn new challenges, as well as a comprehensive benefits (medical/dental) program for all full-time employees. We also offer our employees early Fridays most weeks.

**Please email your resume and covering introductory letter to [cayleigh@prxprint.com](mailto:cayleigh@prxprint.com).**

**Terms:** PRX Print is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. PRX Print is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. PRX Print will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. We thank all candidates for their interest; however, only the candidates selected for an interview will be contacted.