



Graphic Composition is a family-owned, growing company that has been deemed an essential business. We have been a part of the Fox Valley for over 70 years. With on-going updated technologies and delivering excellence, it has transitioned into a modern printing and graphic arts firm. Graphic Composition is a technology-driven, marketing communication organization.

**Position Objective / Summary: Customer Service Project Coordinator**

We are currently looking for a Customer Service Project Coordinator who will oversee client accounts, create estimates, tracking quality control, and making sure the final products are delivered on time. This is not a design job.

**Essential Duties & Responsibilities:**

- Responsible for key assigned accounts and related projects as assigned
- Provide all customer service activities related to project
- Provide accurate estimates for incoming jobs
- Provide “job change orders” to pre-press or designers
- Complete purchase orders for jobs as needed
- Recognize and implement changes needed to streamline workflow from customer service to production
- Responsible for feedback from customer group
- Coordinate with sales team on assigned customers’ needs
- Comply with all company rules and regulations

**Knowledge, Skills, Abilities:** the requirements listed below are representative of the knowledge, skill, and /or abilities required.

- Printing industry knowledge
- Minimum one year experience as a Project Coordinator in the Graphic Arts industry
- Experience in graphic finishing a big plus
- Knowledge about offset printing, flexographic printing, digital printing, foil stamping, large format, mailing, packaging
- Strong skills in technology, critical thinking, and written/verbal communication
- Experience with effective customer service skills

Graphic Composition offers competitive wages and excellent benefits which include health, dental, disability, life insurance, and 401(K) plan with company match.