



## **Account Manager**

We like to say O'Neil Printing is the “oldest start-up” in Arizona. A long-standing iconic brand with 114 years in the making, O'Neil started as a commercial printer and is transforming to a tech leaning company with print solutions expertise. We are fueling our growth through technology, automation, and innovative solutions. This includes a focus on dynamic print solutions, large format signage and lifecycle/direct marketing. Located in Phoenix, Arizona, O'Neil has a brand-new state of the art facility that is sure to Impress. We are currently growing at a record pace and are looking for awesome individuals to join our team.

### ***Summary***

We are seeking an Account Manager to support day-to-day client engagement. This individual will report directly to the Client Service Manager and will work closely with the Business Development team in all supporting activities including, but not limited to, ensuring best-in-class service is at the forefront of every customer contact, identifying new business opportunities within assigned accounts and the management of customer programs. This role is a brand ambassador to both current and prospective customers and requires an energetic personality, the ability to manage multiple customers and programs at the same time, and is the client advocate internally across all teams.

### ***Role & Responsibilities***

- Primary contact for an assigned group of key customers and programs
- Manages daily communication and all details pertaining to assigned customer accounts
- Works closely with the VP of Sales and Sales Executives to identify organic growth opportunities within existing accounts
- Utilize internal systems and processes to create estimates and proposals for clients
- Collaborate with cross functional teams including marketing, technology, and operations to coordinate selling efforts and ensure delivery of products and services are meeting or exceeding agreed upon SLA's
- Assist with O'Neil Direct (web-to-print) project management including on-boarding process and customer reporting
- Stay up to date on industry trends, including technology, software, competition, and pricing
- Maintain accurate client information within internal systems
- Responsible for working with accounting for client billing
- Participate in continuous improvement process as a client advocate internally
- Manage customer relationships and develop strong, long-term relationships through appropriate and timely contact, resolution of issues, and achieve customer satisfaction



## **Competencies**

- Bachelor's degree and/or 5+ years in client services or sales, preferably within print or print-related industries
- Demonstrated success in a fast-paced, deadline-driven environment
- Advanced computer skills; experience in Microsoft Office Suite and production management systems
- Ability to work independently and as part of a team
- Strong organizational skills and excellent attention to detail is a must
- Solid written, communication and presentation skills
- Experience with quoting and estimating in a printing and mailing environment is a plus

O'Neil Printing offers excellent benefits including:

- Comprehensive health, dental and vision benefits
- Paid Time Off
- ESOP (Employee-Owned Stock Program)
- Training and Development
- 401K Plan

For additional information or questions, please contact [careers@oneilprint.com](mailto:careers@oneilprint.com)