



Account Manager

O'Neil Printing, a long-standing leader in the printing industry, is transforming into a tech-driven company with innovative print solutions. We pride ourselves on providing dynamic print solutions, large-format signage, and lifecycle/direct marketing services. Located in Phoenix, Arizona, we operate from a state-of-the-art facility and are seeking an Account Manager to join our growing team.

Summary

We are seeking an Account Manager to manage client relationships, support day-to-day client engagements, and drive growth within assigned accounts. As the primary client advocate, this role requires exceptional interpersonal skills, the ability to manage multiple projects, and a commitment to delivering best-in-class service. This position also collaborates with cross-functional teams to ensure seamless execution of client programs.

Role & Responsibilities

- Act as the primary contact for an assigned portfolio of customers.
- Develop and maintain strong, long-term client relationships to ensure satisfaction and retention.
- Identify growth opportunities within existing accounts and execute strategies to expand business.
- Collaborate with internal teams, including marketing, technology, and operations, to meet client needs and ensure service level agreements (SLAs) are met.
- Utilize internal systems and processes to create proposals, estimates, and account activity tracking.
- Lead onboarding for O'Neil Direct (web-to-print storefront) clients, including pricing, inventory, and reporting.
- Stay informed on industry trends, market changes, and competitor activities to provide clients with strategic guidance.
- Support team members in resolving client challenges and improving processes for greater efficiency.
- Manage client billing and coordinate with the accounting team.
- Prepare and present account activity and performance updates to management.

Competencies

- Bachelor's degree and/or 1-10+ years of client services or sales experience, preferably within the print or print-related industries, depending on the level of expertise.
- Proficiency in Microsoft Office Suite, Adobe, and production management systems.
- Exceptional organizational skills and attention to detail.
- Strong written and verbal communication skills.
- Ability to multitask in a fast-paced, deadline-driven environment.
- Experience with quoting, estimating, and project management in a printing environment is a plus.
- Strong interpersonal skills, including active listening, empathy, and emotional intelligence.
- Self-motivated with a proactive approach to client service.
- Team-oriented with a commitment to collaboration and continuous improvement.



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