



To apply contact: Mark Madsen, Recruiter @TPH.ca | markmmr@tph.ca | 416-538.5045

PROJECT ADVISOR

TPH is seeking a **full-time Project Advisor** to join our team.

At TPH, we pride ourselves on being a leader in the Canadian Print Industry for the last 60 years and leading the way into a bright and exciting future.

The purpose of the **Project Advisor** role is to interact with customers in person, on the phone or by email. The ideal applicant will have strong communication and customer service skills. Attention to detail and the ability to both work on tight deadlines and build customer relationships during times when we are less busy are an asset. Candidates must present a polished, professional image and be able to accomplish several tasks daily with tight deadlines. Candidates must possess proven multi-tasking abilities, be punctual and very personable; outgoing and customer service focused. A good understanding of the digital printing process is preferred. Supervisory or customer service skills are mandatory.

How you will make an impact

- Capturing the Customer's specifications into detailed estimates or work orders
- Assisting the Manager in immediately responding to inquiries
- Working with the manager to maintain customer relationships
- Expediting work orders into production.
- Ensuring the accuracy of data inputted into our systems
- Performing cash handling and invoicing accurately
- Verifying and updating Account and Customer contact information
- Ensuring that all work in the location is moving along and will be complete prior to customer deadline

Skills that you bring...

- Experience with the Adobe Creative Suite
- Experience with MS Office
- Degree in Graphic Arts Education or 3 to 5 years' experience
- Experience with CRM tools is an asset
- A consultative approach to working with our customers

- Team leadership skills
- Estimating and upselling
- Strong written and verbal skills

Benefits:

- Dental care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- Paid time off
- Vision care

Successful Candidates will have the following 5 key attributes:

- **Detail Oriented/Accurate**- close attention to and review of work orders for accuracy and completeness, quality control
- **Sense of Urgency**- will enjoy working in a fast-paced deadline driven environment
- **Reliable**- ability to work at a consistent rate of productivity, punctual and a strong work ethic
- **Coachable**- open to feedback, able to collaborate and communicate with team members and customers, open to suggestions, adapt to new technologies.
- **Problem Solver**- ability to innovate, open to new ways of getting the job done, willing to consult with others to find a 3rd way, when unexpected challenges arise the ability to trouble shoot and consult teammates to find solutions.

Inclusion and Equal Opportunity Employment

TPH is an equal opportunity employer that values diversity and inclusion. Accommodations are available upon request for candidates taking part in all aspects of the selection process. If you believe TPH is a good fit for you, feel free to submit your application, we would love to hear from you.

Would you like to learn more about TPH.?

Visit our website at TPH.CA