

You don't want just any job. You don't want to work for just any company. You want to feel like you are a part of something great and meaningful. You want to be surrounded by individuals who, like yourself, are passionate, hard-working and (of course), know how to make work fun. Yep, you read that right. Make work fun!

ABOUT BENSON:

At Benson, our goal is to always be the best in every facet of our business and culture. Whether it's an amazing, creative idea for a client's campaign, an inventive solution to a need, being the first to test a new technology, or daytime fitness classes for our employees to enjoy, we make it our mission to stand out and WOW the rest!

HOW do we WOW?

We're energized!

Multiple gourmet coffee & espresso machines

Freestyle Coca-Cola machine

In-house gym with fitness classes (no afternoon slumps here!)

We're creative!

Interactive, fun office environment complete with indoor & outdoor courtyards

Exciting employee events – team building events, company-wide chili cook-offs, beverage cart Fridays, and our Benson Olympics (...to name a few!)

We're passionate!

B>Green - sustainable equipment and products, numerous recycling bins throughout the building

Do Good with Benson - volunteer opportunities throughout the year

Have we piqued your interest yet? Then come and join us!

PURPOSE:

The Customer Solutions Coordinator is the subject matter expert for the creation and implementation of all complex custom solutions based on customer deliverables and expectations.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Develop Print, Promo and Apparel Solutions by demonstrating a combination of deep level technical and analytical understanding of not only in-house production methods but also outside vendor capabilities
- Facilitate discussions with both internal and external clients to extract critical project requirements and present a technical vision and solution that meets customer and project needs
- Communicates with Account Team, Creative Services and vendors as needed to prioritize active projects

- Obtains external vendor quotes and prepares estimates for all tactical opportunities
- Working closely with the Account Team, oversees all large conference projects from estimate through quality control and shipping
- Develops and cultivates top tier vendor relationships to stay abreast of new products and rebate programs
- Provides oversight and resolution for all outside vendor production issues
- Ensures all operations processes are followed in delivering high quality results on time
- Actively resolves routine problems and escalates issues that could impact either Benson's on-time delivery or quality or the Client's objective or budget
- Monitors progress and activities against timeline to ensure that deliverables meet all service level expectations and profit margins are maintained
- Acts as a resource on internal processes, making recommendations for improvements and efficiencies
- Works closely with Internal Teams to ensure timely resolution of internal production issues
- Works with marketing to create branded marketing strategies and campaigns used to increase sales and product awareness
- Develops streamlined processes to showcase the most utilized product lines for a more efficient workflow
- Facilitates room wide training on product line production, marketing tools, new processes and trending products to ensure all client representatives are equipped with knowledge to effectively serve the customer
- Acts as resource internally for high-level corporate projects and unique requests, providing ideas, pricing and resources to facilitate successful solutions that meet client's needs

POSITION QUALIFICATIONS:

- Education: Bachelor's degree in Project Management, Business, or equivalent degree and/or experience
- Work Experience: Required – 1 – 3 years of production/print experience as well as sales support, customer service and/or project coordinator experience. Project management experience preferred.

SPECIFIC KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES:

- Strong project coordination and prioritization skills
- Excellent understanding of Pace and ASI/Web technologies
- Good analysis and problem-solving skills with the ability to assess and communicate risks
- Capable of coordinating multiple projects and working effectively with internal teams and external vendors while knowing who to contact for helping to solve for potential roadblocks
- Able to source solutions with alternate vendors plus creating relationships with new vendors.
- Good working knowledge of MS Office Suite (Word, Excel and Outlook)
- Able to thrive in a fast-paced environment
- Being available to be a part of client interaction to better understand expectations/goals/budgets
- Attention to detail and deadlines ensuring effective task management
- Capable of working independently and quickly grasping business processes and procedures.
- Good communication skills both written and verbal

- Ability to meet company's high-quality control standards and follow processes
- Provides leadership, technical guidance and mentoring to others in areas of expertise
- Able to communicate complex solutions and recommendations to audiences without deep technical skills
- Maintains skills in area of expertise and stay up to date with industry and technology trends
- Continuing education/certification may be required
- Performs other duties as assigned

WORK ENVIRONMENT:

- Working at computer and sitting for long periods of time. (sitting, talking, hearing)
- Limited Travel 0-10% (may require driving)
- Vision abilities are required to proofread at close vision and confirm correct color and focus.

Disclaimer: This list does not represent all physical demands. Descriptions are representative of those that must be met by employee to successfully perform the essential functions of this job. Reasonable accommodation may be provided to enable individuals with disabilities to perform the jobs' essential functions.