

## 2. Job Purpose:

To lead the Customer Services team and ensure a positive customer experience from receipt of order through fulfillment.

## 3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

<b>Annual Operating Budget/Project Budget/Sales Revenue:</b>					
<b>Number of Staff Supervised:</b>	0	<b>Direct Reports:</b>	0	<b>Contractor/Others:</b>	2

## 4. Key Result Areas:

### KEY RESULT AREAS

- Interpret client requirements, develop initial briefs and solutions, and communicate these to the design & production team in order to initiate service requests
- Generate quotations, job tickets, purchase orders, invoices and supporting documents as required by the DPH, suppliers and internal & external customer organizations to ensure a flawless process
- Manage third-party providers, including RFQs, quality inspections, and related logistics to ensure on-time delivery of quality products and services
- Manage and train the Customer Services team to ensure optimum performance and customer satisfaction
- Liaise with clients and the QNL design & production team to obtain and provide technical information and production updates in order to ensure that work meets client requirements and expectations
- Prepare presentations & proposals and communicate with clients in order to develop positive working relationships, manage customer expectations, and ensure satisfied customers & repeat business
- Review monthly targets and ensure adequate resources are in place for expected workload
- Seek out new clients and business opportunities in order to generate business growth and increase market share, in line with monthly and quarterly management targets
- On a regular basis, create financial reports by customer and by type of work, on sales generation, on profitability expectations, and as requested, for use in management decision making
- Other tasks as assigned

## 5. Operating Environment, Framework & Boundaries:

Work is in a multicultural office and library environment. Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements. Regularly-scheduled evening and weekend work will be required.

## 6. Communications and Working Relationships:

- Supervisor – frequent contact to provide project updates and receive guidance and approvals.



- Client – initial briefing and contact sporadically throughout the project in order to acquire and maintain good understanding of the client's needs, and trouble-shoot any obstacles.
- Client Service Specialist – frequent contact and liaison on daily operations requirements.
- Production Team (including digital printers, copywriters, photographers, other designers, account executives, web developers and marketing specialists) - frequent contact to ensure accurate execution of assignments and to sort out any technical issues that may arise
- QNL Team

### **7. Problem Solving & Complexity:**

- Evaluates different options when solving problems
- Refrains from drawing conclusions in the absence of clear evidence, takes time to collect facts before developing a solution
- Considers the medium term as well as immediate short-term impact of outcomes and actions
- Demonstrates an awareness of the impact of preferred solution on other projects/ related problems

### **8. Decision-Making Authority & Responsibility:**

- Accepts responsibility / accountability for own decisions and explains the rationale
- Reviews available information in conjunction with interested parties and arrives at decisions by consensus judging degree of consultation needed to ensure commitment
- Remains calm and resourceful when making difficult decisions, basing them on facts
- Ensures decisions are taken by self and group after reviewing available information while exhibiting reasonable foresight

### **9. Minimum Knowledge, Skills & Experience:**

- Bachelor's degree in a relevant discipline
- 6-8 years of experience in commercial print sales and client management, preferably in Qatar or within the GCC
- Solid understanding of design, prepress, print, and finishing processes & techniques
- Outstanding interpersonal communication, customer service, negotiation, conflict resolution, active listening, and presentation skills
- Outstanding project management skills and strong attention to detail
- Excellent writing skills with the ability to draft and edit a variety of written reports and communications and to articulate ideas clearly and concisely; Arabic proficiency an advantage
- Proficiency in MS Office applications