Job Title: Client Services Apprentice - H&H Reeds

Reporting to: Commercial Manager – H&H Reeds

Overall Job Purpose:
To assist the Commercial Manager in the delivery of first-class client service across the portfolio of services offered by H&H Reeds. from the acceptance of briefs and specifications, through the estimating, sales and client care processes, thereby ensuring that H&H Reeds is the chosen provider for print, design signage and digital services.

Job Description

Primary Accountabilities

1. To manage a portfolio of client accounts, delivering first class client service. This includes, but is not limited to;
   - Taking client briefs across all of H&H Reeds' products and services
   - Providing creative advice and guidance to clients across H&H Reeds
   - Estimating work accurately using Tharstern MIS
   - Following up estimates and quotations
   - Negotiating prices and schedules with the Client
   - Creating accurate Works Orders & presenting them in the daily Production Meetings
   - Ensuring client expectations are exceed
   - Arranging and attending Client Review meetings
   - Keeping client abreast of the latest capabilities and services offered by H&H Reeds
2. To represent H&H Reeds at networking events and the like.
3. To constantly ensure a significant knowledge of all areas of the business and to undertake training etc. when required.
4. To work with all departments to ensure that delivery deadlines are other schedules are met.
5. To assist in the Estimating and Order Processing of jobs from outside your client portfolio.
6. To keep up to date with the latest trends and technologies in the graphics arts industries
7. To provide absence cover as required for other members of the team.

Secondary Accountabilities

To have an awareness of Health and Safety issues with relevance for the company and to advise colleagues or seek further advice accordingly.

Other ad-hoc duties that the employer determines fall within the job-holders capabilities