



Account Manager

Production Solutions manages the procurement of direct mail campaigns for commercial agencies and not-for-profit organizations throughout North America, including many of the smaller local causes and many of the larger, internationally recognized initiatives. Each of our clients brings this deadline-driven, task-laden project to us – taking it safely off their desk and expecting what is now “out of sight, out of mind” for them, is now ours to accurately manage.

As Production Manager, you will work with a team of 3-6 colleagues and you will be managing approximately 8 projects at a time with a 2-4 week turn-around time. In this role, you are responsible for taking each direct mail project from “start to finish” and keeping our time commitment while averting the preventable issues and smoothly navigating through the uncontrollable ones. You will oversee the production management of each new project while expertly managing the needs of your clients, the suppliers, and your teammates. As Production Manager, you confidently manage client expectations and you candidly ask the right questions, including those that sometimes arise after an order has already been signed-off and approved. Yours is a style that instinctively keeps your ear to the ground and continually evaluates solutions for your clients – you ‘own the business within the business.’

In this role, you will have tools and resources to assist you in ‘managing your business’ – you will work with our customized, industry-specific system that will allow you to do the same work as our competitors in a fraction of the time. You also have the support and resources of other departments within Production Solutions (business development, client services) to assist you with your clients’ needs. You will be able to draw upon these resources as client issues arise, or as opportunities present themselves for future bids and services. As Production Manager you take delight in creating a satisfied customer by doing the all extra ‘little things’ and continually finding ways to ‘do more’ for your clients. And in return, clients turn to you for future bids and projects, entrusting you to be the one who will skillfully manage all their production needs.

As Production Manager, you enjoy getting to know your clients, understanding their needs, and becoming a trusted advisor. For you, each new project increases your knowledge about your clients business and enables you to fully address their needs. In return, your clients rave about your service and confidently look to you to manage the full cycle of future engagements, from concept development, to signing off on all approvals. They know that once a project is off their desk, and in your hands, it’s taken care of.

Whether it’s ironing out the multiple wrinkles on new client accounts or managing current clients with new needs, as the Production Manager, you are unruffled by the recurrent issues that inherently come along with this work – yours is an attitude of



viewing each problem solved as an opportunity to create a happy client. With so many moving parts in this position, the ideal Production Manager takes pride in managing their “to-do” list, feeling a sense of accomplishment with each task marked off. You might even go back to write-in an item not previously on the list, just to mark it as “done.”

We look for people with a proven track record of creating happy clients in a deadline driven, project oriented, service intensive environment. We are looking for individuals with previous experience in direct mail, printing, publishing, data processing, laser, mailshop or the post office.

Company Overview

There’s a predictable unpredictability about managing a four-million piece mailing. With envelope printing at one vendor, the inserts printing at three other vendors, and the mailhouse anxiously waiting for all these pieces to arrive after re-scheduling their machinery for the third time this week, getting four million pieces of mail produced within a two-week time frame can feel very much like skillfully spinning twelve plates on poles without one hitting the floor. Yes, it can be challenging; however it’s also exhilarating, never boring, and there’s always something demanding your attention. That’s much of what our job looks like at [Production Solutions](#) every day.

[Production Solutions](#) is an expert in direct mail production management. Our clients, while expert in developing creative direct mail packages and identifying their target market, bring their direct-mail projects to us because they need the same depth and expertise in the procurement and management of their mailings.

Production Solutions is unique with our vast knowledge of direct mail fundraising programs and subscription development programs. In 1990 we revolutionized the [procurement and implementation](#) aspect of the direct mail process. Until then, production management of direct mail projects was perceived as ancillary. That all changed as mailing quantities increased, packaging became more complex, postage costs skyrocketed and U.S. Postal Service regulations continued to change. Nonprofit organizations and fundraising agencies were forced to look for a better-positioned, more experienced production team than what was at hand within their organization.

Our customized procurement and tracking software allows us to be precise and accurate with the smooth management of large and small projects alike. With over 20 years in the Direct Marketing Industry, we've been able to develop our highly experienced staff, a loyal supplier base and an incredible depth of knowledge in mailing formats, techniques and costs savings.



Production Solutions is [conveniently located](#) in Tyson's Corner, one of Northern Virginia's important business districts, close to the Tyson's Corner Center shopping mall.

Our Expectations for Your First Year as the Production Manager

As the Production Manager you are responsible for the timely and accurate completion of all assigned direct mail projects. You will be managing approximately 8 projects at a time, interfacing with clients, suppliers, colleagues, and supporting and drawing upon the resources of other internal departments.

In this role you will:

- 'Own' your client accounts: you go beyond simply satisfying the client by getting them the product they asked for, and on time – you effectively communicate and ask the questions that allow you to truly understand their business and their needs. Your clients call upon your expertise, insights, advice and opinions, or they simply call you with a new order and entrust you to deliver an exceptional product. The fruits of your labor produce additional client-referrals and life-long customers.
- Increase sales and create referrals: working here, we are all responsible for creating a satisfied client and earning additional bids and accounts. You take great pride in developing deep relationships with your clients and you continually assess 'what, where and how' you can do more for your clients. You confidently ask, 'let us bid on that project and manage this for you,' and as appropriate you garner additional business and referrals from your clients. You take your work, and your clients business, personally – you strive to have your clients see you as their ultimate resource for all their production needs.
- Skillfully manage the vendors: you will go to many of the same vendors time and time again, so it's critical to build solid relationships. You nurture vendor relationships while holding them accountable to their commitments – while some excuses will be completely valid, the true honor is keeping our commitments to the client.
- Take on other assignments, as needed: while you will be generally able to manage a consistent work flow, there are seasonal projects that will require supporting other Production or Account Managers. Pitch-in when necessary; the favor will be gladly returned.

Other Responsibilities

You will:



- Lead the management and direction on all production needs and requirements for multiple or large clients.
- Provide accurate and responsive production management service to clients by maintaining the quality control procedures required to ensure accurate implementation.
- Keep a current client schedule. Continually update your production schedule to keep current client schedules and allocate for future planning.
- Facilitate the supplier accuracy and effectiveness as it pertains to the client implementation needs
- Provide support and back up to other Production Managers when needed.
- Work with the Production Director to recommend and test new strategies for improved client satisfaction, staff technical skill development, and improvements in workflow productivity.
- Oversee the production efforts for client campaigns and yearly marketing efforts.
- Proactively bring new ideas and suggestions to clients.
- Proactively review upcoming client campaigns for production efficiencies.
- Represent Production Solutions at industry events.
- Independently solve production problems as they arise.
- Be a resource to team members for job related issues.
- Work with management to identify and implement internal process improvement opportunities.
- Establish and monitor own revenue projection goals
- Work on special industry research projects, keep abreast of industry best practices, news and trends.
- Communicate clearly and effectively with clients, suppliers and colleagues.
- Verify client provided specifications.
- Competitively bid jobs to a selected supplier base.
- Analyze pricing and prepare proposals for client.
- Generate, maintain and update production schedules.
- Review print proofs, perform press approvals, check data processing, personalization and mailshop signoffs for accuracy, manage inventory for assigned clients.
- Coordinate billing and postage reconciliations for assigned accounts.
- Maintain accuracy and high quality of products and services.

Essential Experience, Technical Skills and Competencies of the Production Manager

The successful candidate will demonstrate the following:

Experience



- Procurement and implementation: previous experience in direct mail initiatives is required – must have proven record of working independently and efficiently on multiple projects with a perfect track record of meeting deadlines.
- Service-industry: proven ability to develop/maintain strong working relationships with internal staff and outside partners/vendors is required.

Skills

- Proficient use of a database system: there are lots of follow-up calls and emails, faxing, vendor check-ins and invoicing to keep on top of – our customized database was designed to ensure the many moving pieces to each project can easily be tracked and managed. We'll expect you to dive in and learn the hands-on application, asking questions as you go.
- Proofing skills: we'll expect you'll ensure each end-product is an exact match to the agreed upon proof.
- MS Suite (Windows, Outlook, Word, Excel): highly proficient / expert.
- Excellent written and verbal communication skills: you understand the importance of tone and how to communicate clearly, whether it's over the phone, via email, or face to face. You know how to communicate technical information to non-technical audiences.
- Customer service: a positive approach and the ability to be flexible and capable of handling urgent matters in an effective manner is essential.
- USPS: working knowledge of USPS regulations.
- Printing experience: you have working knowledge of printing methods, data processing, personalization and mailshop operations. You are fluent in direct marketing and printing/mailing industry terminology.

Requirements

- Minimum of four years experience in the direct mail industry.
- Experience providing production management and customer service to multiple clients and their multiple fundraising programs/campaigns.
- Customer Service experience required.
- Must be available for work outside of normal business hours on a regular basis.

Required Attributes

- Service oriented: you take delight in exceeding others expectations. Your clients smile when they talk about you and rave about the level of service you provide them.
- Responsible and accountable: you smartly manage all the moving pieces, skillfully attend to all the big and little details, and keep things running easily for the client. To you, full ownership is essential to building client trust and to creating clients who want to bring all their work and needs to you.



- Works collaboratively and autonomously: while we work closely together, we don't micromanage. We trust you to do your job well. You communicate and coordinate effectively at every level, building consensus, sharing information, seeking relevant information and deciding the appropriate steps and get the desired results. You have a proven track record of getting results through others by building strong relationships and partnerships.
- Self-assured and direct: you say what needs to be heard, not necessarily always what we want to hear – you are firm, fair, diplomatic and consistent.
- Resourceful & great follow-through: you take things from start to finish. When you say "I'll get that taken care of and get right back with you," you do.
- Attention to detail: your impeccable work style sets the standard. You are deadline-focused and understand the need for a quality product, delivered on time.
- Problem-solver: you feel a sense of quiet satisfaction for every problem resolved, or you can also feel free to cheer out-loud when you have a big "win." Either works fine here.
- Methodical and results-driven: you thrive on check-lists and advance planning. You have an Excel spreadsheet in hand when you meet with your manager with data and answers readily available, and you know when you'll be ready for more.
- Great communicator: you welcome recommendations, you strive to improve our processes with each new lesson learned, and you easily adjust your style, without sacrificing relationships or service delivery.
- Adaptable and dependable: you are able to think on the fly, shifting gears and keeping commitments to your clients in the midst of situations that are sometimes out of your to control.
- Fun: our work is challenging but we maintain a sense of humor and really enjoy what we do.

What's Attractive to the Right Candidate?

- For a service-driven control freak, this is irresistible – there are several "wins" at each stage of your projects, and an opportunity to create a satisfied client at every turn.
- This position is very much like running your own company within the company – and we provide you with the tools, support and resources to help you succeed.
- This is a leadership role within an organization with high standards. We expect a lot and we give a lot – we will reward performance, and we support and encourage a work/life balance.
- You are trusted and your work is valued. We encourage smart risk taking and you're encouraged to shine here.



- You have lots of support – we work in close-knit teams where everyone will pitch in and help each other. If you are struggling or need to learn something new, we're happy to help.
- We have a history of promoting high achievers here – take on new challenges as fast as you're ready.
- We work in a great [location](#) in Tyson's Corner, close to the Tyson's Corner Center Shopping Mall.
- We offer a competitive salary and comprehensive benefits package.

Employee Benefits

We have a highly competitive benefits package: full major medical/dental/vision plans (coverage starts the 1st day of the month following your start date), life insurance, short term disability coverage, long term disability, paid holidays, 10 days accrued vacation (for first two years, and begin accruing 15 days per year at beginning of third year), option to carry 10 vacation days over per calendar year, 8 days sick allowance, 2 personnel days, optional flex-spending account, 401K, and health club reimbursement (up to \$40/month for certified health clubs).

To Apply for the Production Manager:

Send resume to: careers@psmail.com with Account Manager in the subject line.