



Client Services 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 Client Services Manager, you will be responsible for sustaining and developing client relationships by providing a value added service experience.

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.

As Client Service Manager you will be responsible for "owning" the principal relationship with your clients while nurturing and retaining a satisfied assigned client base. The CSM will liaison with the production team to ensure all client quality and delivery requirements are met. Your clients call upon your expertise, insights, advice and opinions and entrust you to deliver an exceptional product. You will be expected to develop strong relationships with key client decision makers in order to truly understand the clients' business and identify current and future needs. You will understand your client's needs better than they do!

In this role you will:

- Consistently monitor and measure assigned client's service experience while actively working to solidify, sustain, and increase PS' share of clients' available direct mail program.
- Have ultimate responsibility for a successful and profitable client relationship.
- Be responsible for ensuring accurate forecasted income.
- Be responsible for scheduling and attending regular client meetings.
- Develop strong relationship with the client's key decision makers.
- Address any quality customer service issues.
- Report and prescribe clients' service and value added expectations working in tandem the production department.
- Be accountable for the successful assimilation of new business.
- Provide marketing support to Business Development (presentations, power point, collateral information, company and industry updates)
- Be responsible for presenting client value added marketing opportunities.

Essential Experience, Technical Skills and Competencies of the Client Services Manager

The successful candidate will demonstrate the following skills & knowledge:

- Strong organizational skills and experience in managing competing priorities in a deadline driven environment; ability to multi-task.
- Experience with complex and fast paced direct marketing programs or job trafficking.
- Work well with others in a team environment and foster a positive and collaborative work environment.
- Ability to communicate technical information to non-technical audiences.
- Direct mail production and/or fundraising direct marketing experience (client-side and/or service-provider side).
- Proficient in problem-solving and conflict resolution.

- Excellent written and presentation skills.
- Strong math and ROI analytical skills.
- Proficient using Microsoft Suite products.

Requirements

- Minimum of two years experience in the direct mail industry in customer service or account management.
- Limited travel.
- Must be available for work outside regular business hours as needed.

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 Client Services Manager position:

Send resume with salary history to: careers@psmail.com with CSM in the subject line.