



JOB OPPORTUNITY

Pattison Sign Group is a highly successful, North American company growing organically and through ongoing acquisitions. It is one of the world's largest sign and physical branding element companies, with three manufacturing facilities, six sales offices and over 650 employees across North America.

The company is dedicated to absolute customer satisfaction and ultimate quality in its products and services. It is ISO certified to ensure Total Quality in its products and services. The culture of the company is focused on performance and accountability and supports employee empowerment and development.

The company operates independently within The Jim Pattison Group, headquartered in Vancouver and comprised of over 565 locations worldwide. The Jim Pattison Group is broadly based across the automotive, media, packaging, food sales and distribution, magazine distribution, entertainment, export and financial industries. With sales of over \$12.7 billion in 2020 and more than 51,000 employees, the Jim Pattison Group is the second largest private company in Canada.

PSG is seeking a qualified individual to fill the following position:

SENIOR MANAGER, BRAND RELATIONS & PRODUCT QUALITY ASSURANCE

OVERVIEW

The Senior Manager, Brand Relations & Product Quality Assurance will be based in Montreal and will be responsible for the services offered to client brands and the improvement of processes in support of current operations. He/she will ensure the quality of all customer interactions, quality control and quality assurance at every stage of projects or day-to-day business relationship support.

KEY RESPONSIBILITIES:

- Ensures quality of services to clients;
- Participates in the creation and deployment of customer strategies;
- Supports the development and deployment of customer projects;
- Analyzes needs and formulates technical and service proposals;
- Supervises and ensures the maintenance of the quality of services to accounts;
- Supports day-to-day operations;
- Participates in the resolution of strategic issues that may arise during the course of projects;
- Supports sales and supports ad hoc bid strategies;
- Tracks, reports and analyzes service performance;

- Manages client accounts and Quality Assurance Services;

EDUCATION & EXPERIENCE CRITERIAS

- University degree in Marketing, Administration or related field an asset.
- 7 to 10 years in digital experiences, digital signage and customer experience
- Experience working with major Canadian and American brands (Retail & Services Business vertical)
- Experience in continuous improvement of processes and services
- Experience in project management and large-scale deployment of indoor and outdoor digital signage
- Technical knowledge of the dominant digital signage solutions currently used in North America
- Technical knowledge of digital project deployment
- Experience in customer relationship management and sales support for the products and services offered
- Knowledge of various financial management platforms and knowledge of billing and accounts receivable management
- Knowledge of ambient sound and customer experience strategies would be an asset
- Be able to demonstrate a track record of achievement in relation to DEX's business plan
- Ability to work from home or office
- Willing to travel on occasion

COMPETENCIES:

- Bilingualism: French - English;
- Strong oral and written communication skills;
- Very good interpersonal skills;
- Excellent organizational and leadership skills:
- Attention to detail and results-oriented approach;
- Strong analytical skills;
- Has a customer service vision;
- Can work outside of normal business hours;
- Organized, precise and meticulous
- Ability to manage a team on an ad hoc basis

Pattison Sign Group offers benefits, a competitive salary and is an Employment Equity employer.

To apply, please send your resume before 5:00 pm on September 27, 2021

Enseignes Pattison Sign Group
8, avenue Miller, Edmundston NB E3V 4H4
email: rh-edmundston@pattisonsign.com
Or by fax: 877.737.1734