



Pattison Sign Group
Powering Your Brand

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 seven (7) manufacturing facilities, five (5) sales offices and over 750 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 590 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 \$14 billion in 2021 and more than 49,000 employees, the Jim Pattison Group is the second largest private company in Canada.

DEX, a part of Pattison Sign Group is a digital agency bringing the best digital experts together, with knowledge on over hundreds of projects, thousands recognizable digital installations, across hundreds of networks, and the development of dynamic, unique customer experiences for North America's leading brands.

DEX is seeking a qualified individual for the role of **Account Manager** to be based at our Montreal office.

OVERVIEW

As an **Account Manager**, you are the primary customer facing role responsible for customer success through the management of services offered to the client brands, the improvement of processes in support of current operation and creating strong customer relationships. You will be front and center with our customers supporting their digital strategies and elevating them to achieve more.

THE IMPACT YOU WILL HAVE

- 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.

WHAT YOU WILL BRING TO THE TEAM

- University degree in Marketing, Administration, or related field an asset.
- 2-4 years' experience in digital signage and customer experience, or similar role
- 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
- Be able to demonstrate a track record of achievement in relation to DEX's business plan
- Professional functional knowledge of French and English, both spoken and written.
- Ability to work under minimal supervision.
- Strategic thinker with the ability to solve problems and present creative solutions.
- Can work outside of normal business hours

If this opportunity is for you, please send us a description of your qualifications. The Dex Team is looking forward to working with you!

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