

Director of Wide Format Division

Job Summary

The Director of Wide Format Division is a dynamic leadership role responsible for overseeing all aspects of the wide-format printing operations. This position requires a strategic thinker with extensive industry knowledge, exceptional communication skills, and a proven ability to manage and grow a high-performing team. The Director is tasked with driving operational excellence, developing customer relationships, and implementing innovative solutions to deliver top-tier results.

As the senior leader of the wide-format division, you will align team efforts with the company's goals, ensuring profitability, productivity, and customer satisfaction. Reporting directly to senior leadership, you will collaborate with other departments to expand market share and maintain the organization's position as a leader in the industry.

Responsibilities and Duties

Strategic Leadership:

- Develop and execute a comprehensive growth strategy for the wide-format division, including revenue goals, market expansion, and customer acquisition.
- Foster a culture of excellence, collaboration, and innovation within the division.
- Identify opportunities to streamline operations, reduce costs, and enhance quality to maintain competitive advantages.
- Stay ahead of industry trends, emerging technologies, and market demands to position the company as a thought leader.

Team Management and Development:

- Lead, mentor, and develop a high-performing team of customer service representatives, production staff, and sales professionals.
- Establish clear goals and expectations for team members, providing regular feedback and performance evaluations.
- Recruit, train, and retain top talent to ensure operational success.

Customer Relationship Management:

- Serve as the primary point of contact for key clients, providing expert consultation and support for wide-format printing projects.
- Build and maintain strong relationships with customers, ensuring satisfaction, loyalty, and repeat business.
- Resolve customer concerns and complaints effectively, reinforcing the company's reputation for exceptional service.

Operational Excellence:

- Oversee all aspects of wide-format production, ensuring projects are delivered on time, within budget, and to the highest quality standards.
- Manage and maintain production schedules, ensuring optimal resource allocation and timely delivery of all projects.
- Oversee the ordering of materials and maintain an accurate inventory of materials in-house to ensure uninterrupted production and cost efficiency.
- Collaborate with sales, marketing, and production teams to ensure alignment on project objectives and customer expectations.
- Implement and monitor key performance indicators (KPIs) to evaluate and improve efficiency, profitability, and customer satisfaction.
- Ensure compliance with OSHA safety requirements and internal quality standards.

Financial and Business Management:

- Manage the division's budget, including forecasting, cost control, and profit margin optimization.
- Prepare reports and presentations for senior leadership, outlining progress, challenges, and opportunities.