



Precision Record Pressing is a leading vinyl record pressing company with multiple locations in the Greater Toronto Area. We believe our growth and success can be directly attributed to the emphasis we place on service, quality, and innovation and the involvement, commitment, and enthusiasm of our employees.

We are currently looking for a **Client Services Specialist** to join our **Oakville** team. This is a full-time, permanent opportunity that will be responsible for managing, investigating, and analyzing both external customer claims and internal production related claims. This role plays a critical part in ensuring accountability, continuous improvement, and cross-departmental alignment by establishing a clear factual record of errors, identifying root causes, and driving corrective and preventative actions. Reporting to our Senior VP Sales, this position will act as a central point of coordination between customer service, production, logistics, and quality teams.

We are looking for a positive, energetic person who is highly motivated and wants to work in a team environment!

Responsibilities

- Receive, document, and investigate external customer claims related to vinyl quality, print issues, shipping damage, and order processing errors
- Receive, investigate, and document internal claims related to production quality, workflow failures, or operational issues
- Establish clear, fact-based conclusions regarding the cause and ownership of each claim and document findings across the ERP system, Google Sheets, and other internal tracking tools
- Facilitate Root Cause Analysis (RCA) sessions to investigate claims, operational failures, and delivery breakdown
- Review orders that failed to meet their agreed delivery date and analyze timelines across the order lifecycle, including proof approval, PO placement, manufacturing, packaging, and shipping
- Identify recurring issues affecting product quality, operational workflows, or on-time delivery performance
- Develop recommendations for process improvements based on claims analysis and delivery performance reviews
- Work with Production, Pre-Production, Logistics, and Procurement teams to implement corrective actions and drive continuous improvement through data-driven insights related to quality, workflow, and delivery performance
- Create and maintain a Customer First KPI dashboard tracking internal and external claims, pulled jobs, and on-time delivery performance
- Prepare periodic reports on claims volume, delivery performance, root causes, and corrective actions for management review
- Other duties as assigned by Manager or designate

Physical Demands

- Sedentary, office-based role that requires the ability to operate standard office equipment.
- Position requires sitting at desk $\frac{3}{4}$ or more of day, walking short distances for less than $\frac{1}{4}$ of day.
- Substantially repetitive movements of the arms, wrists, hands and/or fingers.
- Required to have visual acuity to perform activities including but not limited to analyzing data and figures, viewing a computer screen, extensive reading.

Requirements/Qualifications

- Minimum 2 years' experience in claims management, quality assurance, operations, or a related role
- Operational manufacturing experience is considered an asset.
- Strong investigative and analytical skills with the ability to assess complex issues objectively
- Experience working cross-functionally with production, logistics, and customer-facing teams
- High level of accuracy and attention to detail when handling data and documentation
- Computer literate and proficient in Microsoft Office Suite and Google Business Suite; comfortable working with ERP systems, Google Sheets, and data tracking tools
- Strong written and verbal communication skills, including the ability to present findings clearly
- Ability to manage multiple investigations simultaneously and meet deadlines
- Problem-solving mindset with a focus on process improvement and accountability
- Highly organized, methodical, and data-driven
- Strong team player with the ability to navigate sensitive issues professionally

As a condition of employment, the successful candidate will be required to submit a clear Criminal Record Check, at their own expense, prior to start date.

We thank you in advance for your application, however only successful candidates will be contacted.

Precision Record Pressing is committed to and supports diversity and inclusion practices. We will accommodate any needs under the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through the application and/or recruitment process, please contact hr@precisionpressing.com to allow opportunity for appropriate accommodations to be made.

AI Use: We use artificial intelligence screening tools to help assess all applications against job requirements for initial application screening. All shortlisted candidates are reviewed by hiring personnel.

Role Transparency: This posting is for existing vacancies. Shortlisted applicants may be kept on file for future vacancies.