



**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 an **Account Manager** to join our **Toronto** team. This is a full-time, permanent opportunity that will work directly with developing artists, independent labels, and music industry partners on their vinyl and CD projects, often guiding clients through the manufacturing process for the first time. This role is perfect for someone with a passion for independent music and vinyl, who is motivated, detail-oriented, and thrives in a fast-paced environment while valuing both client relationships and operational precision.

## Responsibilities

- Engage with record labels, artists, management companies, and other music industry clients to define vinyl and CD project specifications and scheduling requirements.
- Prepare accurate quotes in the company's custom ERP system for vinyl and CD projects.
- Enter orders and manage them through to completion, actively monitoring progress to ensure accuracy, timeliness, and on-schedule delivery.
- Revise quotes and orders as customer requirements evolve, ensuring all changes are accurately reflected in the system.
- Collaborate with Production, Graphics, and other internal teams to move projects through the system and resolve artwork, audio, or scheduling challenges.
- Identify potential delays or production risks and take prompt action to resolve them.
- Provide proactive, high-quality customer support throughout the full lifecycle of each project, including guidance, updates, and issue resolution.
- Work with the Graphics department, internal print division, and external vendors to develop accurate pricing and specifications for custom print projects, ensuring feasibility, cost competitiveness, and production accuracy.
- Partner with the Colour Program Lead to translate customer ideas for unique or specialty vinyl effects into feasible production outcomes.
- Build and maintain strong customer relationships through regular communication and account development.
- Stay informed on new product offerings and production capabilities at the Company and actively promote them to clients.
- Continuously develop product and production knowledge to strengthen vinyl and print expertise.
- Attend and actively participate in biweekly Account Manager meetings.
- 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
- 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

- Position requires travel by multiple methods of transportation including air and ground; ability to navigate transportation hubs, client locations, airports and sit for extended periods of time during travel
- Stand and walk for moderate periods during on-site client visits

### **Requirements/Qualifications**

- Minimum 1-3 years of experience in account management, sales, or customer relationship management, preferably within vinyl record manufacturing, or print or packaging in the music industry.
- Candidates from vinyl production roles at music labels, distributors or artist management firms will also be considered.
- Candidates from label relations roles at music distributors will also be considered.
- Demonstrated strong network of relationships at record companies, artist management firms and music distributors.
- Strong understanding of project-based sales and order management workflows.
- Demonstrated ability to manage multiple complex projects simultaneously while maintaining accuracy and attention to detail.
- Experience working with ERP systems and CRM platforms; proficiency in Google Business and Microsoft Office Suite.
- Excellent written and verbal communication skills, with the ability to communicate clearly with both clients and internal teams.
- Strong organizational and time management skills in a deadline-driven environment.
- Commercial awareness and ability to identify growth opportunities within existing accounts.
- Self-motivated, proactive, and comfortable taking ownership of customer accounts.
- Relationship builder who enjoys proactively expanding their network and finding ways to meet customer needs.
- Excited to conduct local client visits and explore their upcoming needs, with occasional travel as required to clients and music industry events.

**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](mailto: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.