

Visual Marking Systems (VMS) is a leader in high-performance printing and custom graphic design of OEM Labels & Decals, Fleet Graphics, Signs, Banners & Window Graphics, Branded Apparel, and Promotional Products.

Located in Twinsburg, Ohio, VMS has 60 years of experience in serving customers from a variety of industries. We create custom decals, overlays, POS/POP displays, nameplates, vehicle graphics, apparel, and more. Beyond just a printer, VMS offers a wide range of services from customized graphic design to graphics installation.

Factory Positions

VMS is hiring reliable, hard-working people to fill positions in our manufacturing operations. We are looking for Analog Printing and Finishing Department employees, Screen and Stencil Reclaimer, Vehicle Graphics Installer, and a Customer Relations Executive.

Several manufacturing positions are available. Experience is preferred, but not required as training will be provided as needed. Responsibilities vary and may include: Setting up and operating screen printing/digital press or finishing equipment according to written and/or verbal instructions, established company procedures, safety, and quality guidelines. Capable of solving printing/finishing problems, and adjusting mechanical operation of equipment to keep quality, registration, color, and production speed at optimum level. Candidates should have the ability to work independently with minimal supervision.

RESPONSIBILITIES/DUTIES:

- Set-up of production equipment to ensure proper machine set-up, registration, ink viscosity, color, and print quality.
- Read job orders to verify quantity to be printed, color sequence, and substrate.
- Responsible for overall machinery observation for optimum speed, registry, and print quality according to established standards.
- Recommends tooling and material handling changes to improve workflow or safety conditions.
- Must be able to run, adjust, and troubleshoot production equipment and machinery.
- Responsible for the repair, maintenance, and storage of production tooling and fixtures.
- Responsible for scheduling or performing preventive maintenance on production equipment.
- Responsible for scheduling production material handling or delegation of these duties.
- Ensures proper cleanliness of press, workstation, and immediate press area by returning unused ink to ink room, removing trash, rags, and extra press sheets.
- Maintain and provide production logs and reports, as necessary.
- Assist in the design of new tooling or fixtures.
- Assist management in the training of production personnel.
- Maintains cleanliness of work area and equipment.
- Maintain assigned work centers in an organized and clean manner.
- Maintain preventive maintenance schedules on assigned work centers.
- Notify the manager of all product non-conformance and machine abnormalities.
- Continuously search for the most productive ways to complete a task.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); or related experience and/or training; or equivalent combination of education and experience. Must have good judgment of color, design, and printing quality.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information to small group situations or other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide into all units of measure.

REASONING ABILITY:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving variables in standardized situations.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; talk and hear. The employee is regularly required to sit, stoop, kneel, or crouch. The employee must regularly lift/or move up to 25 pounds and occasionally lift and/or move 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, fumes, toxic chemicals, and heat. The noise level in the work environment is usually moderate to loud. Some independent travel may be required.

If you or someone you know is interested in learning more about our available positions. Please contact us at info@vmsinc.com or stop by our office to complete an application. VMS offers paid vacation and holidays, PTO, profit sharing, and company subsidized dental, medical, prescription, and life plans plus optional disability plans, Health Saving Account, Flexible Spending, and 401(k) plan.

Customer Relations Executive

Summary: This position is accountable for receiving all customer and account inquiries and properly communicating appropriate actions to meet customers' requests. Responsible for providing world-class customer service to all VMS customers, both internally and externally. Serves as point of contact for business issues, returns, orders, and servicing of accounts.

RESPONSIBILITIES:

- Responsible for daily order entry, and post-sale service including issuing RMA's, problem-solving, shipment notification, order status updates, prioritizing, expediting, and maintaining specified timelines.
- Navigates multiple computers, telephone, business systems, email, ERP, order entry, web portals, and applications proficiently.
- Must be able to build positive, productive relationships with customers and team members.
- Actively searches and identifies opportunities to involve the sales team or proficiently upsell customers in a collaborative team-selling environment.

MINIMUM QUALIFICATIONS:

- Excellent phone communication as well as interpersonal, verbal, and professional writing skills required.
- Exceeds at multi-tasking in the fast-paced work environment.
- Excellent listening skills, problem-solving, questioning, analytical and qualitative skills with the ability to resolve conflict effectively.
- Strong organization, time management, and multi-tasking skills.
- Self-starter with the ability to work as part of a team and independently with minimal supervision and participate in selling processes and training activities.
- Type 60 words per minute or more is a plus.

EDUCATION/EXPERIENCE:

- High School diploma or equivalent required. Associate degree or equivalent preferred with a minimum of 3 years' experience in related customer service/order entry role.
- 3+ years' experience in business-to-business or administrative settings preferred.
- Proficiency with Microsoft Suite, including Word, Excel, PowerPoint, and Outlook required.
- Experience using Infor/Syteline ERP system is a strong plus.
- Experience interpreting blueprint drawings and or engineer prints is a strong plus.
- Proficient typing and order entry skills required for this position.