

Job Title: Customer Service/Graphic Designer – Print, Sign & Marketing Shop

Location: Spruce Grove, AB

Job Type: Full-Time

Reports To: Shop Manager / Owner

Job Summary:

We are a busy graphic and web design, print, sign, and marketing shop seeking a full-time creative and detail-oriented Graphic Designer to join our team. The ideal candidate will have hands-on experience in using Adobe Cloud for designing graphics for print, signage, and promotional materials, along with a strong understanding of print production processes. This role also includes being the face of customer service and light administrative duties to help keep daily operations running smoothly.

Key Responsibilities:

- Design visually compelling layouts for a wide range of products including banners, vehicle wraps, business cards, posters, vinyl decals, websites and signage.
- Prepare print-ready files and set up artwork for large-format printing and cutting equipment.
- Work directly with clients and sales staff to interpret design needs and provide creative solutions.
- Proof and revise designs according to client feedback.
- Manage design files/folder, organize projects, and ensure timely production.
- Ensure quality control and color accuracy in all design outputs.
- Assist with occasional production tasks such as vinyl application or signage preparation.
- **Handle basic administrative tasks**, such as:
 - Answering phones, emails, messages or greeting walk-in clients
 - Creating job tickets and tracking project status
 - Managing customer files and documentation
 - Helping with invoicing or order entry as needed

Ideal Qualifications:

- Degree in Graphic Design, Marketing or Industrial Design, or equivalent training and experience.
- Proficiency in Adobe Creative Suite (Illustrator, Photoshop, InDesign, Acrobat, WordPress).
- Strong understanding of print production and file setup (bleeds, CMYK, vector vs raster, resolution), and other file types.
- Excellent organization and multitasking skills.
- Strong attention to detail and ability to handle multiple projects at once.
- Excellent communication and customer service skills.
- Basic computer literacy beyond design software (email, spreadsheets, office tools).
- Ability to work independently and in a fast-paced team environment.

Additional Preferred Skills:

- Vehicle wrap design or application experience
- Knowledge of signage materials (vinyl, PVC, aluminum, etc.)
- Familiarity with vinyl cutting, large-format printing is a plus
- Prior experience in a print/sign shop or similar setting an asset.