

Job Title: Graphic Designer / Customer Service – 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 highly customer-focused Graphic Designer to join our team. This role is ideal for someone who enjoys working directly with clients and takes pride in delivering exceptional customer service from first contact through final delivery. In addition to producing high-quality design work using Adobe Creative Cloud, the successful candidate will serve as a key point of contact for customers, providing clear communication, guidance, and support while helping ensure smooth day-to-day shop operations.

Key Responsibilities

- Handle administrative and front-desk tasks, including:
 - Answering phones, emails, and messages, and greeting walk-in clients
 - Creating job tickets and tracking project status
 - Managing customer files, artwork approvals, and documentation
 - Assisting with invoicing, order entry, and payment processing as needed
- Design visually compelling layouts for a wide range of products including banners, vehicle decals, business cards, posters, vinyl decals, websites, and signage.
- Prepare print-ready files and set up artwork for large-format printing and cutting equipment.
- Serve as a primary customer service contact, greeting walk-in clients, answering phones and emails, and providing a friendly, professional, and knowledgeable experience at all times.
- Work directly with clients and sales staff to interpret design needs, ask clarifying questions, manage expectations, and provide creative, practical solutions.
- Clearly explain design options, materials, timelines, and production processes to customers in an approachable and easy-to-understand manner.
- Proof and revise designs based on client feedback while maintaining accuracy, efficiency, and a positive customer experience.
- Manage design files and folders, organize projects, and ensure deadlines and production schedules are met.
- Maintain high standards of quality control and color accuracy across all projects.

Ideal Qualifications

- Degree or diploma in Graphic Design, Marketing, Industrial Design, or equivalent training and experience.
- Proficiency in Adobe Creative Suite (Illustrator, Photoshop, InDesign, Acrobat; WordPress an asset).
- Strong understanding of print production and file setup (bleeds, CMYK, vector vs. raster, resolution, file types).
- High attention to detail and ability to manage multiple projects simultaneously.
- Strong organizational and multitasking skills in a fast-paced, customer-driven environment.
- Exceptional customer service and communication skills, with the ability to confidently interact with clients in person, by phone, and via email.
- Problem-solving skills for revisions, last-minute changes, and tight deadlines
- Basic computer literacy beyond design software (email, spreadsheets, file management).
- Ability to work independently while also contributing positively to a collaborative team environment.

Additional Preferred Skills

- Interest in print, signage, and marketing materials
- Willingness to learn print shop workflows from design through production
- Confident explaining design or technical details to non-technical customers
- Sales awareness; able to recommend suitable products or upgrades
- Familiarity with POS, invoicing, or job management systems is an asset
- Previous experience in print, sign, or marketing environments is an asset