

Career Opportunities in Art - CustomInk Charlottesville

Production Artist

We seek friendly and reliable individuals to help customers have a great experience with CustomInk as part of our dedicated Order Operations team. You will directly contribute to customer satisfaction with the timely preparation of artwork and supporting materials to ensure the execution of customer orders produces the best possible end result.

Responsibilities

To succeed at this role you must understand and care about satisfying customers and have both an eye for aesthetics and excellent attention to detail. In addition, you will be required to script well-written internal and external communication.

Measures of Success

The key measures of success for this role will be:

- Productivity – Maintaining targeted expectations for average number of orders completed per day
- Accuracy – Maintaining targeted expectations for technical execution and quality of work
- Teamwork – Working together to enhance customers' and teammates' experience with CustomInk

Qualifications

The ideal candidate is a friendly and reliable self-motivator looking for a great first or early professional experience. Additionally, the ideal candidate will be strong in the following areas:

- Proven computer skills including experience with Adobe Illustrator and Photoshop
- Demonstrated ability to succeed in a results-oriented environment
- Track record of communicating effectively with a team
- An eye for detail as well as the ability to proof spelling and grammatical errors
- Ability to learn new systems quickly
- Prior experience with decoration methods of screen printing/embroidery a plus

In addition, you must embody our company values - practicing the Golden Rule, taking Ownership and driving and embracing Innovation.

Please submit a letter of interest with your application.

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Digital Production Artist

We seek a positive, adaptable, pro-active problem-solver to help customers have a great experience with CustomInk as part of our dedicated Operations team. You will directly contribute to customer satisfaction with the high quality, efficient preparation of artwork to ensure the execution of customer orders produces the best possible end result. You will work closely with internal team members to ensure order-by-order success.

Responsibilities

As a Digital Bulk Production Artist, you will be responsible for accurately and efficiently preparing artwork for our bulk digital printing operation. You will help ensure high quality results for our customers by preparing art files for Dark on Light and Light on Dark printing, which may include re-creating customer-provided artwork, touching up and enhancing customer photos, proofing designs for spelling, grammar, and other errors, checking for aesthetic improvements, and recognizing and addressing copyright issues. Further, you will be expected to remain flexible and adaptable as we continue to evolve our In-House Production capabilities and processes over time.

Measures of Success

To succeed as a Digital Bulk Production Artist, you must understand and care about satisfying customers and have both an eye for aesthetics and excellent attention to detail. Accordingly, the key measures of success for this position will be:

- Quality of Work – maintaining targeted expectations for technical execution and quality of work
- Productivity – maintaining targeted expectations for average number of orders completed per day
- Teamwork – working together to enhance customers' and teammates' experience with CustomInk

Qualifications

The ideal candidate is a friendly and reliable self-motivator looking to expand upon current skills. Completion of customer art is critical to providing the best customer experience. Accordingly, the ideal candidate will possess the following qualifications:

- Demonstrated ability to succeed in a results-oriented environment
- Demonstrated high accuracy, quality of work and an eye for design
- Experience in Adobe Illustrator and Photoshop (recent version experience preferred)
- Confidence creating artwork using a mouse
- Proven communication and interpersonal skills
- Ability to acquire and master knowledge of new interfaces and programs
- Prior experience with digital printing a plus

In addition, you must share our company values—practicing the Golden Rule, taking Ownership and driving and embracing Innovation.

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Expert Production Artist

We seek a talented and detail-oriented team member to accurately and efficiently fulfill customer submitted artwork requests. As part of our Operations team, you must value customer satisfaction and be able to translate this into all aspects of your role.

Responsibilities

As an Expert Production Artist, you will contribute to a WOW! customer experience by efficiently and accurately redrawing the customer's artwork. To ensure a high quality print, you will transform uploaded imagery into print-ready files and make adjustments to CustomInk clipart files based on customer requests.

You must communicate regularly with team members on specific orders, and maintain a high level of personal accuracy and quality of work. It will be essential for you to work cooperatively with other Ops Teams to ensure high customer satisfaction and team member satisfaction.

Further, you will contribute to the success of the Expert Production Art team by assisting in the ongoing efforts to improve art tools and processes. Additionally, during periods of decreased order volume, you may work on projects outside of orders or work to support other teams in orders.

Measures of Success

- Work Quality – Maintain targeted expectations for execution and accuracy of work
- Productivity – Maintain targeted expectations for average number of redraws completed per day
- Teamwork – Work together to enhance customer and teammate experience with CustomInk

Qualifications

Completion of customer art needs is critical to providing the best customer experience. Accordingly, a successful candidate will possess the following qualifications:

- Demonstrated high accuracy, quality of work, and an eye for design
- Proficiency in Adobe Illustrator (recent version experience preferred)
- Confidence in creating artwork using a mouse
- Strong familiarity with Mac OS
- Proven communication and interpersonal skills
- Ability to acquire and master knowledge of new interfaces and programs
- Adobe Photoshop experience, a plus

As with all roles at CustomInk, you must also embody our company values - practicing the Golden Rule, taking Ownership, and driving and embracing Innovation.

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