

Job Description

Customer Service Representative - K Team Printing & Imaging

Job Summary:

The Customer Service Representative (CSR) is responsible for establishing and maintaining profitable relationships with customers on behalf of the company by taking personal and complete responsibility for each customer contact and by ensuring that all customer requirements and needs are met.

As a CSR, you serve as the primary internal representative of our organization. You must convey to the customer a sense of expertise in our products, services and capabilities, and you serve as an external key educator to our community and customers. The CSR is also responsible for communicating customer requirements to the support team in accordance with company policies and procedures.

You are a member of the Sales Team, and together you are accountable for meeting the monthly, quarterly, and annual revenue goals. These in turn are essential in meeting all company goals:

- Guarantee satisfaction and value for our customers
- Contribute to a work environment that fosters pride in being part of a winning team and promotes personal growth.
- Maintain personal productivity and quality standards that make possible attractive financial returns so that the company may continue to provide excellent service to our customers and ensure job security and career growth to our staff.

You and your team are responsible for supporting the company vision and mission. Because you will be in contact with current and prospective customers, and you are in a strong position to influence their satisfaction and our company prosperity, this position requires tact, sensitivity, and professionalism.

Responsibilities and Duties: The Customer Service Representative derives its authority from and reports to the Production Manager. Your primary job is to greet and assist existing and potential customers both over the telephone and in the office.

General and Administrative

- Communicates effectively with the Production Manager, and the Production/Sales Teams informing and updating them regularly to guarantee that both sales and customer objectives are met.
- Coordinates with Production Team to produce and prioritize jobs, and when necessary reorganize to meet deadline changes and updates.
- Participates in daily production meeting.
- Maintains a safe work area and safe working habits.
- Follows and complies with all safety and work rules and regulations.
- Compile and maintain all required paperwork, records, documents, etc.
- Follow systems, procedures and standards outlined in company guidelines.
- Participate as a team player by supporting operations as needed.
- Maintain departmental housekeeping standards.

Customer Service

- Acknowledge and appropriately greet and assist every customer in a timely manner.
- Process customer orders in a courteous, efficient and timely manner.
- Organize workflow to meet customer deadlines.
- Effectively present and discuss the digital products and services of the company, soliciting only those desired products/services provided by the company and its vendors to current and prospective customers in a way that conveys an image of quality, integrity and superior understanding and delivery of customer needs.
- Manages telephone calls professionally, efficiently and timely with good communication skills.
- Attend to customer questions, complaints and concerns immediately, and facilitate satisfactory resolution.
- Understand and appropriately use the company pricing system and policy.
- Assure quality and accuracy of job tickets.
- Establishes priorities for handling of urgent tasks and work over-loads to ensure customer expectations are met.
- Communicates to the Production Manager any customer complaints or concerns immediately, to facilitate satisfactory resolution.

Assigned Duties

- Support customer sales through service, education, and effective problem solving. Involve appropriate team members as needed.
- Support strategic sales plan and marketing strategies outlined by the sales team, and facilitate joint sales calls where applicable.
- Work with sales team in Business Development of potential customers/prospects per written procedure.
- Write up and process orders, provide estimates for print, copy, digital or brokered jobs.
- Call customers when jobs are ready for pickup per procedure.
- Responsible for promoting customer portals/gateways.
- Write routine business correspondence.
- Participate in email marketing campaign; email newsletters.

Qualifications:

- High school or GED equivalent.
- Experience in sales or customer service and/or experience preferred.
- Excellent command of the English language in both written and oral forms.
- Good math skills.
- Ability to identify and meet customers' needs and requirements.
- Strong attention to detail, possessing a sales aptitude and interested in preventing errors and solving problems.
- Must be computer literate and current on new technology.
- Must be hardworking, a self-starter and a problem solver.
- Demonstrated excellence in organization and time management skills. Able to perform multiple tasks efficiently.
- Exceptional phone and customer service skills.
- Positive and upbeat attitude.
- Ability to move freely throughout the building to gather information, materials and authorizations.
- Meet or exceed minimum test results as specified by the Hiring Manager.
- Valid Louisiana driver's license.
- Dependable transportation.

Working Conditions:

- Standing and/or sitting for prolonged periods of time – up to 8 hours or more per day.
- Extended computer work involving the use of keyboard and mouse.
- Exposure to ink and chemical fumes, and airborne particles such as paper dust and drying powder.
- Occasional lifting of up to 50lbs.
- Work area may have fluorescent lighting and air conditioning.
- Moderate to loud noise level.
- Fast-paced environment: subject to numerous schedule and priority changes and short notice activity.

Additional Duties: *This job description in no way states or implies that these are the only duties to be performed. You will be expected to follow any other job-related instructions and to perform other job-related duties as requested by your supervisor.*