



_____ VP Operations/Principal
_____ QA Manager/SQF Practitioner
_____ QA Technician/SQF Practitioner

Table with 4 columns: Job Title, Department/Group, Back Up, Position Type, Reports To, Document #.

Job Description

Summary of Position

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Role and Responsibilities

- Enter orders in a timely manner
Fill out all necessary paperwork for orders
Fill out all necessary information on spec cards
Get estimates for customer from Estimating
Fill out billing worksheet
Attend daily production meetings
Keep production schedule
Follow orders through production and shipping
Keep sales force informed of production
File spec cards
File orders
Field customer calls
Responsible for ensuring Quality procedures are in place in Customer Service/Prepress Manager's absence.
Ensuring Food Safety procedures are in place. Jr. Customer Service Representative assumes role in Customer Service Representative's absence.
Tasks as directed by supervisor

Qualifications and Education Requirements

- Competent in Microsoft Excel and Word, and comfortable with data entry
Ability to work well with people in a very fast paced environment
Strong communication skills, both verbal and written
High School degree required - College preferred
At least three years of printing experience in the flexographic field

Preferred Skills

- Active Listening, Speaking, Service Orientation, Critical Thinking