



Approved by:  
\_\_\_\_\_ VP Operations/Principal  
\_\_\_\_\_ QA Manager/SQF Practitioner  
\_\_\_\_\_ QA Technician/SQF Practitioner

<b>Job Title:</b>	Customer Service Representative	<b>Position Type:</b>	Fulltime
<b>Department/Group:</b>	15 - Customer Service	<b>Reports To:</b>	Customer Service Manager
<b>Back Up:</b>	Customer Service Representative	<b>Document #:</b>	JD15.3.2

**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**

- Communicate with customers via phone and email on a daily basis
- Enter customer orders in a timely manner
- Work with prepress department to provide artwork proof to customer for approval
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- Maintain product specification cards
- Procure estimates for customer reruns
- Prepare shipments for invoicing
- Attend daily production meetings
- Follow orders through production and shipping
- Keep sales force and customer informed of production
- File spec cards
- File orders
- 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, Detailed oriented, Ability to Follow Instructions