

Customer Service Representative (CSR)

Reports to: Director of Sales and Marketing

Job Summary: In this customer-facing role, the CSR is responsible for assisting their assigned sales representative(s), and the sales department as a whole, with the administration of our work. This role requires strong communication and time management skills, as well as a positive and helpful attitude.

Duties and Responsibilities:

- Answering inquiries from customers by phone, email, and in-person.
- Processing quote requests through our internal system and sending them to customers.
- Sending artwork proofs to customers and communicating any changes to our art department.
- Following up on customer orders to ensure we meet our production schedule.
- Checking accuracy of our customer's supplied files and information, and clarifying if necessary.
- Refer new accounts to sales representatives.
- Assisting with filing our job docket.
- Maintaining an organized front desk area.
- Other front office duties as assigned.

Skills/Abilities Required:

- Attention to detail
- Strong communication skills
- Proficient with computers
- Comfortable working with numbers
- Experience working in customer service would be considered an asset
- Experience working in the print industry would be considered an asset