

**Position:** Customer Service Representative

**Position Class:** Exempt Salaried/Non-Union

**Location:** Dallas PA

**Compensation:** Base Salary Up to \$30,000 plus excellent benefits package

**Reports to:** Customer Service Manager

**Job Summary:**

Manages all aspects of customer relationships. Has daily contact with multiple customers and manages those interactions. This includes management of inventories, receiving and processing all incoming orders for product. Accepts purchase orders from Publishing customers, enters the orders in our system and follows up on all details of the order in a role as a customer advocate.

**Essential Job Duties & Responsibilities:**

- Serves as the primary contact and liaison with customers and is responsible for coordination with Prep, Production, Scheduling, Inventory and Shipping/Receiving on all aspects of customer orders and provides information to the customers as agreed or required.
- Monitors the status of customer orders through the full cycle of order receipt to delivery, and maintains communication with the customer throughout the process as to changes in status in particular shipment dates.
- Accepts and processes various types of customer orders ranging from FAX to complex electronic files and initiates appropriate paperwork as required.
  - Reorders
  - Galley
  - Drop Shipments
  - Print Ahead Programs
  - Health care orders
  - Special Requests
- Ensures that all orders are placed on the work schedule and confirms dates back to the customer as required. Monitors order turn around time and reports to management when issues are identified.

- Monitors shipment progress for galley, retail and any reorder business and continually updates the customer management of progress and takes the initiative to resolve issues as they arise.
- Performs special requests as requested by management.

**Minimum Qualifications:**

- Two-year degree and two years' experience as a customer service representative.
- Excellent communication skills, verbal and written.
- Organization skills a must.
- Ability to multi-task.
- Must possess computer skills with Microsoft Office tools.
- Must be able to function as a contributing team member.
- Demonstrated problem solving ability.
- Must be able to work well with management, peers and coworkers.
- Must possess ability to train others.
- Strong Technical Aptitude to understand product and manufacturing processes.

**Physical Requirements:**

Must be able to sit or stand for prolonged time periods.