

HONBLUE

JOB DESCRIPTION

Title: Customer Service /Digital Print Operator

Date: April 28, 2022

Department: AEC Client Services

Status: Full Time/Non-Exempt

Supervision: Works under the general supervision of the Client Service Manager

Primary Purpose: Provides exceptional service by educating and supporting clients on service options in a professional, friendly manner. Client Service Representatives understand the requirements of the client; recommends effective solutions that will add value to the client's product and contribute to the overall success of HONBLUE.

Essential Duties:

- Customer Service:
 - Greet customers with a smile and provide friendly, efficient, accurate, and responsive service
 - Provide general information regarding services/products offered
 - Review written, phone, faxed, electronic, and walk-in orders and determine client needs
 - Process all work orders according to time sensitive procedures to meet deadlines
 - Communicate & coordinate orders with production departments to ensure smooth integration within ongoing workflow
 - Invoice customers; receive and safeguard cash, checks, or charge payments
 - Input, access, and maintain all job information in the CRM system
- Equipment Operation
 - Operate and maintain multiple digital output devices using a variety of media and toners
 - Operate and maintain multiple digital input devices using multiple software programs
 - Operate and maintain finishing/bindery machines
 - Monitor work to ensure quality standards
- Computer Knowledge
 - Basic computer skills and knowledge of MS windows and Adobe.
 - Create PDFs, Burn CDs for scans and output digitally to plotter/scanner

Other Duties:

- Perform other duties as assigned
- Maintain a safe and clean work area
- Work with sales staff to develop, improve and maintain client relations

Working conditions: Indoors in an air-conditioned environment; exposed to noise associated with normal print plant operations

Work Hours: Typically, 7:30 a.m. - 4:30 P.m., Monday-Friday (subject to change)
Overtime, holidays and weekends as required

Dress Code: Business casual

Physical, Mental, Communication Demands:

- Lift 50 pounds unaided
- Sit and stand for extended periods
- Walk/ Climb stairs and perform work without a hand-held aid (e.g., cane)
- Bend, reach, squat, push, and pull
- Discern full spectrum of colors
- See detail in shapes, sizes and forms
- Perform detailed work for extended periods
- Speak, understand, read, and write English
- Collaborate with others in a team environment
- Ability to follow instructions and safety procedures
- Ability to collaborate with others in a team environment
- Alignment with HONBLUE Core Values: Respect, Responsibility, and Reflection

Skills/Knowledge:

- Basic math and problem-solving skills
- Ability to work in a multi-tasked, fast-paced environment, meeting stringent deadlines with a “can do” positive attitude.
- Friendly customer service skills, greet all internal and external customers with a SMILE
- Strong written and verbal communication skills
- Operate a computer and a variety of office machines effectively and efficiently
- Attention to detail. Work with a high degree of accuracy with minimum supervision.

Equipment Used:

- Operates a variety of high speed copiers, large format scanners and bindery equipment

Education/Training: High School Diploma or equivalent required.

Experience:

- One year of customer service, data entry, cash handling experience.
- Digital graphic printing experience helpful.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. HONBLUE Inc. has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.