

HONBLUE

JOB DESCRIPTION

Position Title: Digital Printing-Program Services CSR

Date: Rev October 15, 2021

Department: Digital Printing (DP)

Status: Full Time - Non-Exempt

Supervision: Works under the general supervision of the Online Technical Director

Primary Purpose: To provide exceptional service by recommending options for online, customized and special orders. To meet customer expectations by establishing rapport, tracking orders from submission to delivery, and provide regular feedback to clients and production staff. Processes accurate billing and invoices for customer accounts. Creates order estimates when required. This position works with a high volume of weekly orders, emails and client phone calls.

Essential Duties:

- Determine customer needs based on written, phone, online or faxed in work orders, prior to department assignment.
- Provide customers with price estimates for services using in-house software.
- Take appropriate action to resolve customer issues and complaints; refer complex issues to the Supervisor for resolution.
- Track projects and communicate with other departments to meet delivery dates.
- Provide advanced notice to the production department of pending projects to ensure smooth integration with ongoing workflow.
- Input, access, and maintain all job information in the job tracking system.
- Distribute jobs, documents, packages and other items to departments for processing.
- Provide back-up support for copying and variable data printing jobs.
- Perform accurate billing and invoice processing of customer accounts
- Performs other duties as assigned.

Other Duties:

- Work with the sales staff to develop, improve and maintain customer relations
- Work in other departments as needed
- Keep personal work area and other work areas neat and clean

Working Conditions: Indoors in an air-conditioned work area; fast paced work environment

Work Hours: Work hours based on client needs. In the production area, hours are typically between 8:00 am to 5:00 pm, Monday – Friday. Saturdays, Sundays, holidays, and overtime as required.

Dress Code: Appropriate casual attire; covered shoes

Equipment Used: Desktop computer, pre-press proofing equipment, bindery equipment, and basic office equipment

Physical, Mental and Communication Demands:

- Lift 30 pounds unaided
- Stand for extended periods, bend, reach, squat, push and pull
- Ability to climb tall ladders and operate lifts
- Walk/Climb stairs and perform work without a hand-held aid (e.g., cane)

- Ability to discern colors
- A good memory for numbers and the ability to work with multiple computer systems
- Strong communication skills, dealing with clients and internal departments. Communication may be face-to-face, by phone or e-mail.
- Ability to follow instructions and safety procedures
- Collaborate with other employees in a team environment
- Work with high degree of accuracy with minimum supervision
- Invoice processing requires high attention to detail
- Ability to work in a multi-tasked, fast paced environment, meeting stringent deadlines with a positive “can do” attitude.

Skills/Knowledge:

- Friendly customer service skills; greet all internal and external customers with a smile
- Friendly and helpful telephone skills
- Proficient computer skills using Windows OS, Mac and email applications
- Strong problem-solving skills: ability to research & recommend solutions
- Strong communication skills; speak, understand, read and write in English
- Accurate data entry
- Ability to juggle multiple projects simultaneously, adapt quickly to changing priorities and requirements

Education/Training:

- High School Diploma or equivalent required

Experience:

- Prefer 1-2 years customer service or sales experience in the printing industry; recommending products, services and pricing.

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 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.