

Customer Service Representative at PRX Print

About us

PRX Print, a leader in digital label manufacturing since 2010, is known for our dynamic and innovative environment. We are currently seeking a highly organized and driven individual to join our team as a **Customer Service Representative**.

Position Overview

We are seeking a candidate with at least three years of customer service experience, preferably in a production environment. The ideal candidate will be highly organized, possess excellent communication skills, and be comfortable working with numbers. Proficiency in Microsoft Excel and Word is required. Knowledge of QuickBooks and Adobe Illustrator is a plus! A keen eye for detail, especially with color and design, is essential as you'll be working closely in a printing environment.

Key Responsibilities

- **Customer Engagement:** Respond promptly and efficiently to customer inquiries, ensuring complete customer satisfaction.
- **Professional Communication:** Handle phone calls and emails in a professional and courteous manner.
- **Relationship Building:** Build and maintain strong customer relationships while achieving high customer retention through regular contact, upselling, and product recommendations.
- **Pricing and Quotation Management:** Prepare and forward customer quotations using Excel and Word.
- **Order Management:** Accurately process and manage customer orders, including order entry, tracking, and follow-up, ensuring smooth operations across all departments.
- **Cross-functional Support:** Assist with and acting as a back up to production-related tasks and certain job functions as needed.

Required Qualifications

- **Experience:** Minimum of three years in customer service, preferably within a production environment.
- **Technical Skills:** Proficiency in Excel and Word is required; knowledge of Adobe Illustrator/Photoshop and QuickBooks is preferred.
- **Communication:** Exceptional verbal and written communication skills.
- **Team Player:** Ability to work well with others and integrate seamlessly into a team environment.
- **Multi-tasking:** Strong ability to manage time effectively and handle multiple tasks simultaneously.
- **Customer Focus:** Demonstrates ability to create positive customer relationships and maintain a customer-centric approach.
- **Adaptability:** Willingness to learn production processes and cross-train on other job functions as needed.
- **Physical Requirements:** Comfortable standing for extended periods and capable of lifting up to 30 lbs as required.
- **Transportation:** Reliable transportation and punctuality are essential
- **Industry Knowledge:** Experience in the print industry is a bonus but not required.

Work Perks

- **Collaborative Environment:** Work alongside diverse teams, including customer service, production, prepress, clients, and print vendors.
- **Growth Opportunities:** Explore many opportunities to expand your knowledge and career in the print industry, from sales and marketing to production and finishing, including artwork.
- **Benefits:** Comprehensive benefits plan for full-time employees.
- **Employee Recognition:** Celebrate special occasions and staff birthdays with various events.

Contract Details

This is a one-year contract position with the potential to develop into a full-time, permanent role that offers a comprehensive benefits package. Work hours are from 8:30 AM to 5:00 PM, with some flexibility for the right candidate.

How to Apply

If you meet the above qualifications and are eager to join our passionate team, please submit your resume and cover letter to cayleigh@prxprint.com today!