



JOB DESCRIPTION

Reporting to the Production Control Manager, the Customer Service Representative provides an interface with the customer for order entry, order status, liaison with Account Manager, follows-up on order details with planning, production, graphics department and estimating. We are looking for a highly motivated, very organized, results oriented individual who thrives on change and customer satisfaction.

Their primary role is to support the customer with the intent of providing better service to the customer, Sales staff and production. They understand and align business operations and Production as he/she executes their role to exceed customer expectations and align with business, cultural, and operational objectives.

Rate: \$18/hour.

REQUIREMENTS & EXPERIENCE

- Undergraduate degree/diploma in related field and/or equivalent experience in converting facility is preferred
- Manufacturing experience strongly preferred
- Ideal candidate will have 2 years as a CSR or equivalent experience
- Excellent problem solving skills and analytical skills
- On call scheduling, logistics, and materials resource outside normal work hours may be required
- Excellent verbal and written communication skills
- Can work effectively with a variety of stakeholders
- Able to work independently and within a team environment
- Detailed oriented
- Self-starter
- Organized
- Computer Skills: SAP, Microsoft Office (Email and Excel), AS400, CTI
- Required education: Bachelor