



Quality Brand Printing

12120 Route 30, Norwin Towne Square

Irwin, PA 15642

724-864-1731 FAX: 724-864-0739

Job Description

Customer Service Representative

Job Overview: The customer service representative (CSR) is responsible for making commitments to customers; converting customer requirements into production specifications; and establishing and maintaining profitable relationships with customers on behalf of the company.

Authority: The position reports to the production manager.

- Responsibilities:**
- A. The CSR exercises order entry discipline for each job.
 - Determines production specifications
 - Applies price
 - Enters job on production schedule
 - Identifies requirements for exceptional materials

 - B. The CSR is responsible for communicating with others.
 - Attend the morning meeting
 - Communicate effectively with the production manager salespeople
 - Acknowledge and appropriately greet and assist customers in a timely manner
 - Effectively present and discuss products and services of the company to current and prospective customers in a way that conveys an image of quality, integrity and superior understanding of customer needs
 - Manage telephone calls and e-mail communications professionally, efficiently and with good communication skills
 - Attend to customer complaints and concerns immediately, and facilitate satisfactory resolution
 - Support strategic sales plan and marketing strategies outlined by the sales team and facilitate joint marketing calls when required

 - C. The CSR is responsible for following company policies and procedures.
 - Comply with all OSHA safety requirements
 - Follow systems and procedures outlined in company manuals
 - Participate as a team member by supporting operations as required



Working Conditions:

The CSR's working environment includes

- Standing for periods of time
- Standing for periods of time Lifting of objects up to 50 lbs.
- Standing for periods of time Work area with fluorescent lighting and air conditioning
- Standing for periods of time Noise level that may at times be moderate to loud
- Standing for periods of time Exposure to ink and chemical fumes and airborne particles such as paper dust
- Standing for periods of time Fast-paced environment, subject to schedule and priority changes and short-notice activity

Other Duties:

The CSR may be assigned other duties as they become necessary and may be asked to assist with other functions that may be necessary to accomplish the company's goals.

Acknowledgment: <i>I have received a copy of this job description and I understand the requirements of the position.</i>	
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Production Manager:	Date:

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