

HOWARD PRINTING

I n c o r p o r a t e d

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Publisher of www.NewEnglandShowcase.com

JOB OPPORTUNITY

POSITION: Customer Service Representative

GENERAL PURPOSE: Administrative professional who is an engaging, motivated, go-to person with a strong work ethic and critical-thinking skills; a quick learner who is detail focused and likes juggling multiple priorities.

RESPONSIBILITIES:

- Greet clients, vendors, and visitors in person or on the phone.
- Respond to general phone and email inquiries in a professional and timely way.
- Maintain accuracy of job specs and contact info in the company database.
- Process work orders and estimates in a timely manner.
- Be responsible for proofing work to help ensure accuracy and efficiency.
- Manage email communication with clients to provide estimates, order confirmations, and proofs for approval.
- Manage and maintain accurate and organized filing on a daily basis.
- Coordinate with co-workers to ensure that jobs adhere to production schedules.
- Proactively build and maintain positive and helpful relationships with clients, provide top-quality products and services, and enhance processes and procedures for quality, efficiency, and effectiveness.
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

- A people person with excellent interpersonal and customer service skills, who is able to work well with co-workers, clients, and vendors, both in person and on the phone.
- Strong ability to multi-task, prioritize, and meet deadlines.
- Exceptional attention to detail with a high level of accuracy.
- Outstanding communication skills.
- Strong computer skills, including word processing and data entry.
- A self-motivated individual who is able to take direction, work independently, and work as part of a team.
- College degree or equivalent experience preferred.

NOTES: Part-time and full-time opportunities available. Competitive wage and benefits. Fast-paced, well-organized, team-oriented production environment. Professional development and training available depending on candidate's abilities, interests, and availability, and the growth of Howard Printing. Equal-opportunity employer.

TO APPLY: Please complete and submit Howard Printing's job application form, which can be found online at <https://www.howardprintinginc.com/about-us/careers/> or can be mailed upon request or picked up in person.