

Customer Service Representative

Labeltronix was established in 1993 and is located in Orange, CA. The company provides labeling solutions, as well as, technical service to customers via the phone and field support. Labeltronix helps businesses make great impressions. We have a great team of people and provide a work environment of respect and recognition! Visit www.labeltronix.com to learn more about the company.

Labeltronix is currently seeking a Customer Service Representative to assist our valuable customers! The ideal candidate will have a cheerful and upbeat personality, will have a passion to help customers, and will have a great "Team Player" attitude. If you want to work in a professional environment and you fit this description, we'd love to hear from you. If interested, please apply online. Please, no phone calls.

The Customer Service Representative will be responsible for managing assigned accounts and profiling new and existing accounts in specified sales territories. The focus is on customer satisfaction, account retention and penetration. This position will also help develop and improve the relationship between Labeltronix and its customers and provide over-the-phone superior customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Respond to all inquiries of customers and teammates in a efficient and timely manner
- Develop and maintain relationships for In-house manufactured label accounts
- Focus on selling value to accounts and maintaining margin on products quoted
- Work with outside Sale Rep.'s and inside teammates to implement the sales and account strategies that have been established for our customers
- Document all special pricing/promises in Labeltronix system to ensure company/team performance for assigned accounts
- Maintain/update system account information
- Notify Sales Rep. when there are new sales projects or indications of any problems with assigned accounts
- Support and contribute to the overall success of a territory through the Labeltronix team and its resources
- Maintain and improve communication and the customer's experience with Labeltronix
- Communicate various artwork elements to customers as needed
- Cross-train in prepress and production on an on-going basis
- Process all requirements and enter orders into NAV accurately and efficiently
- Schedule orders for production upon receiving approval
- Correspond to customers regarding all elements of the proofing process

OBJECTIVES:

- Build and maintain external and internal customer relationships
- Ability to remain professional at all times
- Ability to work with quick deadlines in a fast-paced environment
- Provide recommendations on ways to improve processes and feedback to management regarding operational capabilities and limitations
- Maintain a very organized, clean and safe working environment
- Capable of working in PC/Windows environments
- Participate in continuous learning and possess a cooperative, team attitude

- Follow procedure/work instructions well
- Be detail oriented, with good listening skills, open minded and receptive to feedback
- Have a strong work ethic with the ability to work under high-pressure and keep up-to-date on industry knowledge
- Adjust to new objectives as necessary and understand the importance of customer needs for both internal and external customers
- Retain and grow assigned accounts and contribute to the overall sales goal

QUALIFICATIONS:

- Thorough knowledge of Microsoft Office applications (Word, Excel, PowerPoint)
- Database experience is a plus
- Experience with Window based computer programs
- One or more years of Label experience or related sales experience
- Strong attention to detail
- Ability to carry a large volumes of work
- Strong organizational skills
- High School level or equivalent, college degree a plus.
- Strong communication and interpersonal skills
- Self-disciplined, able to work without supervision
- Account management/sales skills
- Ability to calculate figures and amounts, such as discounts, percentages and proportions.
- Ability to effectively present information and respond to questions from prospects and customers on the phone. Bilingual skills a plus.
- Ability to apply common sense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS:

- Occasionally lift up to 30 pounds without aid
- This position may require sitting at a desk for extended periods of time (in excess of 2-3 hours without getting up)

SUPERVISORY RESPONSIBILITIES

None