



## **Customer Service Representative**

**Phoenix Color is a fully-integrated printer / manufacturer of multi-color books, book components, labels and cartons serving the global marketplace. We operate a modern, air-conditioned facility containing the latest innovations in technology and equipment known for its clean and safe operation.**

Customer Service Representatives interact with customers and co-workers to provide information to ensure the quality of our product is handled in a timely manner as well as handling/resolving customer issues.

### **Position Responsibilities**

- Follow company and safety policies, procedures, and regulations as well as compliance with attendance and overtime requirements
- Effectively communicate with Customers, Sales Team & All internal departments
- Enter job specifications and/or job planning details
- Requisition proper materials for specific jobs
- Provide instructions for billing and shipping needs
- Adhere to and promote all safety policies and procedures
- All other duties as assigned

### **Position Skills:**

- Excellent verbal and written communication
- Computer literacy with proven skills utilizing Microsoft Office products
- Ability to work cooperatively with others including team members and/or customers
- High levels of attention to detail
- Ability to manage multiple tasks and deadlines
- Database order entry
- Knowledge of Printing and/or Publishing preferred
- High levels of attention to detail

### **Experience/Education:**

High school diploma, 2-4 year degree preferred; Prior Customer Service experience with some basic printing/publishing knowledge preferred

Shift:

Monday - Friday, 8:30am-5:00PM

We offer competitive salaries and a generous and comprehensive fringe benefit package including employee and dependent medical coverage, prescription card, dental, and life insurance, short and long term disability, 401-k, paid annual leave and holiday pay.

Must have the ability to pass a criminal background check and drug screening. Phoenix Color is an equal opportunity employer.