



Account Representative / Product Specialist

Job Title: CSR Hybrid

Department: Customer Service

FLSA Status: ☒ Exempt – ☐ Non-Exempt

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this Position Description restricts management's right to reassign duties and responsibilities to this job at any time.

Job Summary:

Use independent judgment for interpreting the needs of customers and translating those needs into instructions for purchasing, production, and shipping departments. Manage existing sales levels of customers and monitor repeat usage of products. Works closely with Sales to create new sales opportunities and ensure total customer satisfaction.

Responsible for processing customer orders from inception to delivery, providing price quotes, handling customer accounts, answering customer questions and concerns.

Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Serve as company and product representative on phone or email with customers.
- Effectively communicate with customers to build business relationships.
- Work with Sales to ensure customer satisfaction
- Create and submit customer orders.
- Manage repeat orders and monitor customer usage; proactively contacting customers as appropriate
- Pursue sales leads as assigned
- Coordinate new projects from inception to finished order with customer and internal departments
 - New label designs
 - Thermal printer and software applications
 - Barcode scanning and data collection applications
- Complete new quote and updated pricing requests.
- Work with customers to resolve problems, issue RMA if applicable and submit credit memos.
- Communicate customer's quality standards to internal departments
- Present a professional image at all times.
- Perform other duties as required

Qualifications:

- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Oral and written – Ability to communicate effectively with others.
- Problem Solving – Ability to find a solution for or deal proactively with work related problems.
- Technical Aptitude – Ability to comprehend complex technical topics and specialized information.
- Detail Orientated – Ability to perform work with a multitude of varying detailed information.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.



Skills/Abilities:

- High school diploma or equivalency required.
- Minimum of 2 years of account management experience, outside sales or project management experience required. Experience within a printing or manufacturing environment preferred.
- Basic computer skills required. Must have experience and ability to perform work in CRM, spreadsheets and word processing.

Physical Demands:

Physical Demands:

Stand	Frequently
Sit	Constantly
Walk	Frequently
Stairs	Frequently
Keyboarding	Frequently
Phone Use	Frequently
Handling	Frequently
Reach Outward	Occasionally
Reach Above Shoulder	Occasionally
Climb	Occasionally
Crawl	N/A
Squat or Kneel	Occasionally
Bend	Occasionally

Lift & Carry:

10lbs or less	Frequently
11-20lbs	Frequently
21-50lbs	Occasionally
51-100lbs	N/A
over 100lbs	N/A

Push/Pull:

10lbs or less	Frequently
11-20lbs	Frequently
21-50lbs	Occasionally
51-100lbs	Occasionally
over 100lbs	N/A

Work Environment:

Typical office work conditions. Any exposure to disagreeable conditions is of brief duration or otherwise insignificant.

Equipment/Machines used: Fax machine, copier, PC, multi-line/multi-extension telephone system.

Primary Internal Customers:

Outside Sales personnel
Press/Rewind Operators
Art Department
Shipping Department