

Estimator/CSR

Job Description

Objective: The primary focus is customer satisfaction/service, completion of job specifications in a timely manner, and to ensure quality on all printing, copying, and outside service jobs. Administer the front counter, assisting walk-in customers and handling all phone and fax orders/inquires accordingly. Work closely with other team members to provide customer satisfaction and service.

Responsibilities

Primary:

Customer Sales & Service

- Sell services to walk-in and phone customers.
- Computer entry of customer job specifications (estimates & work orders).
- Check work orders processed by other CSRs for accuracy.
- Contact customers regarding price quotes. Follow-up in a timely manner.
- Monitor quality on all printing, copying, and outside service jobs.
- Process cash and credit sales.
- Answer phones promptly.
- Run all copy jobs on high speed copier.
- Work with Production Dept. to maintain all customer stock inventories.
- Get quotes on and process brokered jobs

Front Counter Inventory and Supplies

- Maintain and order, as necessary, proper computer and front counter supplies.
- Maintain company's promotional materials.

Copier Supplies and Materials

- Maintain copier supplies and paper.
- Daily performance check of all copiers.

End of Day Processing

- Complete day-end computer procedures.
- Print, update, and distribute production report.

General

- Maintain clean and organized front counter and lobby areas.
- Participate in daily production meetings.
- Abide by company policies and procedures as outlined in the employee manual.
- Attend seminars, as necessary.

Secondary:

- File customer artwork & job tickets.
- Call customers when orders are ready.
- Outside sales calls on established customers.
- Assist typesetter with typesetting jobs and seeing that customers meet deadlines regarding proofs.
- Billing, as necessary.
- Distribute mail, when necessary.
- Bindery, as needed

- Job responsibilities include, but are not limited to this job description.