

Sales/CSR

Job Description

Objective: Responsible for generating outside sales and telephone contact with customers and prospects. Responsible for developing and maintaining current customer base while continually recruiting new clients. Provide exceptional service, follow through and coordination between print shop and clientele. Work closely with other team members to provide customer satisfaction and service. Responsible for pickup and delivery of projects/orders and materials from vendors and clientele. Must be flexible to handle rush and/or emergency pickup and delivery.

Responsibilities

Primary: Customer Sales & Service

- Perform excellent customer guidance, support, and service.
- Resolve customer complaints directly, discreetly, and quickly in a manner which exceeds the customer's expectations.
- Promote/sell products and services to existing and prospective clients.
- Educate customers on graphic services and capabilities.
- Obtain and accurately communicate customer requirements.
- Serve as liaison between print shop and customer.
- Sell services to walk-in and phone customers.
- Computer entry of customer job specifications (estimates and work orders).
- Check work orders processed by others for accuracy.
- Monitor quality on all printing, copying, and outside service jobs.
- Answer phones promptly.

Operations

- Schedule and organize sales calls.
- Develop list of potential customers.
- Prospect, brainstorm and trade leads with other business people.
- Maintain customer files.
- Complete daily activity reports.
- Extend credit and handle collections.
- Develop & implement market/sales plans and strategies.
- Track and follow-up on delinquent accounts.
- Train and assist others on sales & customer service techniques.

Pickup and Delivery of Customer Orders

- Provide courteous and prompt response to customer needs and/or team member requests.
- Inform customer of any order problems and/or additional services.
- Comply with all driver safety requirements.
- Prepare workload schedule for efficient routing of orders.
- Implement appropriate billing procedure of customer orders.
- Complete daily delivery log sheet.

Delivery Vehicle

- Inspect vehicle every morning, using the daily checklist, if vehicle is company owned.
- Maintain vehicle fluid levels, if vehicle is company owned.
- Wash and vacuum vehicle as needed.

General

- Participate in daily production meetings.
- Abide by company policies and procedures as outlined in the employee manual.
- Maintain active community involvement
- Attend seminars, as necessary
- Maintain clean and organize pickup/delivery areas.

Secondary:

- Assist front counter as needed.
 - Assist in answering phones and route inquiries accordingly.
 - Operate laminator as needed.
 - Provide assistance in the Bindery department.
 - Assist with store clean-up.
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- Job responsibilities include, but are not limited to this job description.