



DT PRINT SOLUTIONS INC.

JOB DESCRIPTION

JOB TITLE: Customer Service Representative

STATUS: Active

DATE: SEPT 2017

LOCATION: Toronto

DEPARTMENT: Administration & Sales

REPORTS TO: Sales & Operations Managers

PURPOSE FOR THIS ROLE:

This position is a cross departmental role that will focus on providing administrative support to the Sales, Finance and Production departments. They are the administrative task liaison between the client's expectations and our organization's response, allowing our account managers the bandwidth to focus on sales.

JOB SUMMARY:

We empower our Customer Service Representatives to identify and resolve client needs and provide the best possible experience, allowing them to build strong relationships with both new and existing business. This includes generation of print estimating and coordinating, purchasing, customer service, invoicing and, if required, general production support.

KEY JOB RESPONSIBILITIES: (include but are not limited to):

Customer Service

- Answer the phone - main line calls – and responding to email
- Processing quotes and estimate requests
- Communicate project status and delivery expectations to clients
- Ensure consistent communication approach with clients
- Qualify walk-in and phone-in new business
- Perform reception duties for clients that visit our office

Print Estimating, Coordinating, and Invoicing

- Gathering and sharing client requirements from job start to finish
- Organizing incoming job details into job manager system to make initial estimate files
- Forward initial quote details to appropriate sales rep
- Forward job details to outside vendors where necessary and input outside costs into active quotes
- Review final estimate with sales reps before emailing to client

- Receiving files and checking them to job specs
- Sending files and PO's to appropriate vendors when necessary
- Assisting with pre-press tasks including making PDF proofs for approval, variable data merges and assisting clients with layout and design tasks
- Coordinate weekly production schedules with production manager to ensure timely and successful delivery of jobs
- Review and finalize dockets for invoicing by Finance
- Assist in maintaining stock inventory and ordering of additional job materials as required

General Production Support

When required, assist production with hands-on production tasks which could include:

- Finishing of printing materials (collation, packaging, sorting etc.)
- Shipping

SKILLS:

- Excellent and strategic customer service skills
- Excellent written and verbal communication skills
- Research skills
- Excellent time management skills - ability to work under pressure and meet tight deadlines

KEY COMPETENCIES:

- Flexibly cooperative with a strong sense of responsibility
- Able to work with minimal supervision
- Self-motivated
- Knowledge of printing terminology and print techniques

EDUCATION:

- Minimum High school or equivalent

EXPERIENCE:

- 2-5 years of relevant working experience

TYPICAL WORKING CONDITIONS AND PHYSICAL DEMANDS:

- Office setting
- Production environment for some duties which could include frequent lifting of materials up to 50lbs