

Alphagraphics Entry-Level Part-Time Customer Service Representative

We are looking for a qualified and experienced customer service sales professional to work as our new Customer Service Representative. Your primary duties will include generating customer orders/invoices/job bags, answering customer phone calls/emails, working with vendors/suppliers to complete projects, ordering products/supplies and supporting team members.

If you thrive in a fast paced environment where every day brings on a new challenge, Alphagraphics could be a fit for you! We are a locally owned printing and marketing company that specializes in client solutions. We are looking for an enthusiastic team player to join our organization today. The position will start off as part-time with 20-25 hours per week and could lead to full-time as the business improves.

Essential Duties and Responsibilities include the following.

- Inside Sales Customer Service Representative – responsible for working with the sales team to develop existing business opportunities.
- Professional Customer Service – anticipate requests of customers while creating and building strong customer relationships.
- Represent the business center in a professional and courteous manner.
- Responsible for managing and growing all account relationships.
- Display and demonstrate product knowledge, emphasizing value-added features.
- Provide accurate estimates for customers and follow up accordingly.
- Exhibits knowledge of the print industry. Full understanding of all areas and functions performed within the business center. On the job training available.
- Attend sales meetings and maintain daily communication with management.
- Manage/route center incoming emails/phone calls.
- Other printing related duties as needed.

Competencies:

- **Excellent verbal and written communication skills.**
- **Strong ability to multi-task and meet tight deadlines.**
- **Demonstrated experience and knowledge of the Marketing and Sales process.**
- **Strong customer service skills.**
- **Ability to manage customer expectations with production schedules.**

Qualifications:

- **Previous customer service experience.**
- **Previous printing experience (*bonus*).**
- Working knowledge and experience with Microsoft Office as well as project management, spreadsheet and word processing software for PC's.
- High School Diploma

Preferred Skills and Abilities:

- Strong analytical and customer service skills.
- Highly detailed oriented with strong organizational and time management skills.
- Ability to solve problems and provide solutions.
- Demonstrated sales and printing industry skills.
- Ability to multi-task several projects at one time and meet aggressive timelines.

Other:

- References to be available upon request.
- Background check/drug testing may be required prior to hiring.

Contact Alphagraphics Irving – Sam Reed, Jr. – 972-570-0868 or

Email: us114@alphagraphics.com