



ASL PRINT FX LTD.
1 Royal Gate Blvd., Unit "A", Vaughan, Ontario. L4L 8Z7
Tel: (416) 798-7310 Fax (905) 851-0532

Job Description and Task Analysis

Title: Customer Service Representative, Print – Envelope Division

Hours: Full time Monday - Friday

Reports to: General Manager

Submit resume to: hr@aslprintfx.com

ASL PRINT FX is searching for a driven, meticulous and industrious Customer Service Representative to work with Internal Account Managers and customers. Candidates should be detail-oriented, fast-paced and efficient in serving the client's needs and requirements. Ideal candidates will coordinate with our in-house team to efficiently get the right product, at the right time, to the right place. Our environment is dynamically changing and we are looking for someone to adapt and keep up with the workload in order for deadlines to be met.

Effective planning, organization and communication skills are critical. The CSR is expected to identify and communicate, troubleshoot issues and maintain accountability for the progress of the projects against timeline, budget, product quality and delivery.

Essential Functions Include, but Are Not Limited To:

- Receive orders from customers and or sales representatives and process the order(s) swiftly and accurately.
- Assist customers in a positive and professional manner including providing information on job status, pricing, customer inventory levels and delivery.
- Work to solve customer concerns and issues in a satisfactory manner.
- Interact and work collaboratively with other employees in sales, production, prepress and shipping to ensure customer satisfaction.
- Constantly seek to improve product and customer knowledge so as to be able to make recommendations to meet and satisfy customer needs.
- Process and Invoice orders
- Order Tooling and Maintenance Equipment
- Monitor orders through to completion
- Maintenance and organization of manual filing systems
- Participate in monthly inventory
- Liaison between the customer and sales representatives

Requirements:

- Diploma or degree in the field of graphic design, print or communications preferred
- Envelope and/or print experience preferred
- Knowledge of graphics design an asset
- Intermediate to advanced knowledge of Microsoft Office and Microsoft Dynamics GP
- Proven excellent phone presence, possess good communication skills and the ability to learn quickly
- Excellent organizational skills
- Professional demeanor and the ability to work with a wide variety of internal and external customers
- Ability to efficiently and accurately multi-task under pressure in a busy office environment

Essential Skills:

- High attention to detail a must
- The ability to communicate effectively with both colleagues and external customers
- Extremely organized and detail oriented
- Strong sense of urgency and the ability to prioritize
- Problem solver
- Take initiatives and find solutions
- Professional and clear telephone skills required
- Able to work/complete tasks under time constraints and tight deadlines