



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 – Envelope Division

Hours: Full time Monday - Friday

Reports to: General Manager

ASL PRINT FX is searching for a driven, meticulous and industrious Customer Service Representative. Candidates should be detailed-oriented, fast and efficient in serving client's needs and requirements. Our environment is dynamically changing and CSR must be able to adapt to the change and keep up with deadlines and workload. Effective planning, organization and communication are critical.

Essential Functions Include But Are Not Limited To:

- Receive orders from customers or sales representatives and process the order swiftly and accurately.
- Assist customers in a positive and professional manner including providing information on order 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, purchasing, credit 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.
- Monitor orders through to completion
- Invoice Orders
- Liaison between the customer and sales representatives

Requirements:

- Prior industry and/or printing experience a plus.
- Minimum High School Diploma. Additional education preferred.
- Excellent organizational skills and computer experience are a must.
- Professional demeanor and the ability to work with a wide variety of internal and external customers.
- The ability to work efficiently and accurately under pressure in a busy office environment.

Essential Skills:

- Accuracy and attention to detail
- Excellent communicator.
- Extremely organized
- Telephone skills required,
- Intermediate to Advanced Microsoft Office skills
- Able to complete tasks under tight deadlines.

Resumes should be sent to Layla Balducci layla.balducci@aslprintfx.com