

JOB TITLE – Customer Service Representative

Job Description

Ampersand is an industry leading Printing & Marketing Execution company serving Medium to Large Businesses and Advertising Agencies in the Southwestern Ontario Market. The unique combination of big business technology and services combined with a team oriented, small business atmosphere make Ampersand a great place to work.

We are looking for an exceptional individual to join our team in the role of Customer Service Representative. This role requires customer service experience, basic knowledge of litho, digital & wide format print production processes and strong organizational skills. **The ideal candidate would be interested in growing into an outside sales / business development position.**

Customer Service Responsibilities:

- Fielding Incoming Telephone calls
- Manage incoming customer communication
- Assist Walk-ins / Call-ins and offer appropriate service/direction for their needs
- Support outside sales representatives
 - Entering RFQ's into estimating
 - Entering & coordinating orders with production to ensure client expectations are communicated and met
 - Help with administrative tasks
 - Ensuring critical dates are met and/or kept up to date in our workflow
 - Ensure order specifications & requirements are kept up to date in our JDF Workflow
 - Communicate with clients regarding their orders
 - Organize shipping of proofs, samples & jobs
- Communicates professionally in all verbal and written communication to internal departments and external contacts
- Responsible for updating customer information and ensure accurate creation and quality of data in Ampersands Customer Relationship Management system
- Other duties as assigned

Desired Skills & Experience

- University degree and/or College diploma
- Minimum 2 years relevant Customer Service experience
- General technical and product knowledge associated with litho, digital and large format printing processes
- Detail oriented with very strong organizational skills
- Strong computer skills - PC, business software and internet use with knowledge of Microsoft Office Programs (Word, Excel, etc.)



999 York Road
Guelph, Ontario, N1E 6Y9

p 519 836 8800
t 800 560 5027

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- Ability to work independently and strategically, with minimum supervision and to self-manage work time and priorities
- Capacity to effectively multi-task
- Ability to develop interpersonal relationships
- Fluent in English with clear enunciation, ability to read and write business English

Compensation: A salary of \$40,000 - \$55,000 per year commensurate with experience

Reports to: President

Application Procedure: Send your resume hr@ampersand.ca

Our thanks to all interested applicants however only chosen candidates will be contacted. Please no phone calls.