



Job Title: Customer Service Representative

Job Purpose

Customer Service Representatives not only provide customer service, but also provide a direct link between our customers and our product solutions. Working with all Roastar departments, the Customer Service Representatives coordinate technical and product information, order details and follow-up on orders and trials.

Essential Duties and Responsibilities

The list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

- Follow all Company safety policies and safety procedures in order to maintain a safe work environment.
- Follow all Company policies, rules and regulations.
- Act as a professional representative of Roastar at all times.
- Interact with external and internal customers through oral and written communications, including face-to-face and phone conversations, as well as emails and other written documents.
- Provide price quotations, technical information, inventory status and shipping and invoicing information to customers as requested.
- Receive Purchase Orders and turn them into Sales Orders.
- Enter corrective action documents and follow-up as necessary.
- Provide general sales support as requested.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High school diploma or General Education Degree (GED) required.
- Experience and familiarity with graphic design software required.
- Experience in pre-press, graphic arts or printing environment is desired.
- Customer Service or Sales experience is desired.

Specific Skills, Licensure and Certifications

- Proficiency in Adobe Creative Suite (Illustrator & Photoshop).
- Excellent communication skills, including written and interpersonal.
- Strong math skills.
- Good organizational skills.
- Advanced computer skills, including Microsoft Office Suite and ability to learn Company-specific systems.
- Ability to ask for help when needed.
- Willingness to learn.
- Confidence and professionalism in representing the Company.
- Willingness to be a team player.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear.
The employee is frequently required to stand; walk; and use hands to finger, handle, or feel.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Standard office work environment.

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all work requirements that may be inherent in the occupation.