

Position Posting

Position: Customer Service – Fine Paper
Reports to: Customer Service Manager

Location: Kent
FLSA: Non-Exempt

Summary:

Contribute to the operational effectiveness of the **Kent, WA Division** by providing outstanding customer service, through the timely and accurate processing of customer orders, answering inquiries, solving customers' concerns and **building customer relationships especially to the printing community**. Provide administrative support for assigned Account Managers in a team-based environment in alignment with WCP Solutions' culture and company and department goals. Background in printing paper sales or printing industry is required.

Essential Functions:

- Accept and process customer telephone, fax, e-mail, online orders while providing exceptional customer service in order to meet sales support objectives.
- Increase sales revenue and account penetration by encouraging "add-on" items; telemarketing to select customers to achieve financial goals.
- Provide price quotes for stock items; work with merchandising and sales to facilitate price quotes for non-stock items.
- Assist customers with problems, delivery times, lost orders, returns, price adjustments, etc.; answer customer product inquiries (i.e. availability, suitability, substitutions, sustainability, sizes, etc.) to provide excellent customer care.
- Track backorders and future orders for customers and Account Managers to assist in timely customer receipt of product.
- Communicate customer-related information, opportunities and problems to Account Managers and Sales Manager to facilitate information flow.

Other Functions:

- Prepare customer specific order guides on request.
- Process customer claims.
- Create and/or update customer online shopping lists.
- Prepare stock increase/decrease forms and relay information to merchandising team.
- Perform other functions as necessary.

Qualifications:

- **Two years of customer service experience in the Print Industry is desirable.**
- Associate degree or equivalent education in Business, Marketing, Communications or a closely related field preferred.
- Proficiency with Microsoft Windows and current versions of Microsoft Office.

Knowledge, Skills and Abilities:

- Strong knowledge for math and ability to apply it.
- General understanding of printing papers and paper products.
- Highest level of professionalism with the ability to maintain confidentiality.
- Effective verbal and written communications skills. Ability to communicate at all levels of organization and work well within a team environment in support of company objectives.
- Customer service oriented, with the ability to work well under pressure.
- Detail oriented, well organized with ability to prioritize, coordinate and simultaneously maintain multiple projects.
- Approachable, flexible, adaptable to change.

Working Conditions:

- Professional office environment.
- Ability to sit or stand for extended periods of time, regularly lift 10-25 lbs.
- Frequent use of basic office equipment (i.e. computer, copier, fax, stapler, 3-hole punch, paper cutter, etc.).
- Heavy telephone and email contact with customers.
- Occasional overtime as needed.