

Job Title:	Customer Service Representative
Position Type :	Full-Time
Job Description	
<p>Reports to: Customer Service Director</p> <p>Job Purpose: The Customer Service Representative is a proactive facilitator between customer, sales team, and production team, who delivers products and services promised, and delights customers through relationships and excellent communication.</p> <p>Why join Steinhauser? It is an exciting time to work at Steinhauser, as we are accelerating our growth within the pressure sensitive label and shrink sleeve markets. As a rapidly growing mid-size print converter, as well as a 100% woman-owned business, we thrive on the dynamic of diversity and agility. We put people first - from our customers, to our employees, to our suppliers - because we know that happy people deliver results. From large CPG corporations to craft breweries, we service many dynamic markets with brilliant people enhancing our world with their consumer goods. It is our job to make sure these products have flawless shelf presence with our labels. We seek employees with different backgrounds, skill sets and perspectives, because this type of diversity is what helps transform a business from good to great. We empower our team to disrupt the status quo, run with ideas, and be a part of the pivotal time of growth we are experiencing.</p> <p>Candidate Traits</p> <p>Growth Mindset: This individual is an extension of new business growth, with a primary focus on business to business customer relations. She/he will partner with the sales team to execute new business projects flawlessly, in a fluid team effort.</p> <p>Tuned In: Must understand the upstream and downstream implications of her/his work, and that she/he must be both an advocate of the customer and a champion of Steinhauser. Must enjoy delighting customers and developing/enriching both internal and external relationships. Has strong emotional intelligence and can identify customer needs, and internal needs, which enables this individual to confidently and comfortably communicate via telephone, email and in person.</p> <p>Forward Thinking: Brings forth improvements – offers solutions instead of problems. Must be a proactive self-starter with a positive attitude.</p> <p>Accountable and Performance Driven: Takes ownership and pride in duties and is goal oriented. Sees mistakes as a learning opportunity. Develops a thorough understanding of the flexographic and digital workflows and processes to ensure high level of job performance.</p> <p>Agility: Performs well in a fast-paced environment. Experiments and adapts. Thrives under pressure. Must be comfortable using our production management software to process order entries efficiently and accurately.</p> <p>Empowered: Desires to learn and grow within the company. Unafraid to challenge the status quo when improvement is needed.</p> <p>Day to Day Responsibilities (include but are not limited to)</p> <ul style="list-style-type: none"> • Manages and facilitates flow of customer orders from PO to shipment and billing. Develops, maintains and enjoys strong relationships with customers, sales team, and production to ensure flawless job processing execution. • Enters orders: PO’s are received, reviewed for accuracy and completion, compared to the estimate, = translated into clear, concise and accurate job specs and instructions through our production management software. Job ticket is generated and presented to production. • Requests and reviews estimates (as needed) and understands how pricing tiers work. • Conducts new business pre-production meetings to review all information pertaining to new jobs, to ensure flawless production. 	

- Works closely with scheduling to monitor progress of orders, discusses schedule changes and/or adjustments, and keeps customer and sales informed accordingly.
- Coordinates and attends press approvals.
- Services customers by problem solving, gathering information, and monitoring progress and quality of a customer order.
- Collects and ships/delivers samples (upon customer request).
- Creates color standards and maintains thorough records.
- Prepares billings for invoicing within 48 hours of job completion.
- Participates in customer and internal meetings to discuss upcoming projects, quality, technical discussions, process improvements, cultural enhancements, etc.
- Proactively identifies opportunities to improve processes, create cost savings, increase margins, reduce lead-times, enhance culture, and generally help Steinhauser be an outstanding supplier and workplace.
- Understands multiple skill sets and can back-up team colleagues when they are out of office.

Qualifications and Skills:

A minimum requirement of a related Associates Degree, a technical or business related Bachelor's Degree or equivalent experience preferred. Proficiency in the Microsoft Office Suite including Word, Excel, and Outlook. Customer service background in printing, manufacturing, or logistics preferred. A proven history of successful customer interface, project management and direct customer relationship involvement with B2B sales required.

The responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the Company.

All employees are responsible for knowing and adhering to company rules, policies and guidelines as outlined in the Steinhauser Employee Manual. These include general employment rules and policies as well as information and policies related to conduct, safety and benefits.