


Job Title:	Customer Service Representative I	
Position Type:	Full Time	
Job Description		

Reports to: Customer Service Supervisor

About Steinhauser: From concept to shelf, Steinhauser works with customers to ensure brands make the best impression at every opportunity. Since 1905, a dedication to the craft of printing has guided the family business. Steinhauser has embraced technological and innovative changes, all the while maintaining our steadfast commitment to quality printing and excellent customer service. As a fourth-generation family business that is now 100% woman-owned, Steinhauser’s success comes from integrity and long-lasting relationships. That is the **Steinhauser Way**.

With respect and consideration for one another, and a strong belief in communication and transparency, at Steinhauser we accomplish everything as a team. We are proud of our people and the way we treat others. Once you walk through our doors, you will see why we have maintained some customer relationships for over 60 years.

Job Purpose: During this exciting growth, we are looking for an energetic and detail-oriented candidate who is the liaison between the customer, sales team, and operations team to ensure customer satisfaction and the delivery of the quality labels for the customer’s brand.

Your responsibilities: Function as a customer contact and manage flow of information between customer and internal production team members with the following responsibilities:

- Serve as lead contact within assigned accounts, working to improve communication, build and strengthen customer relationships.
- Develop a thorough understanding of the flexographic and digital workflows and processes to ensure that customer service is maintained at a high level.
- Responsible for onboarding new business; conducting new business pre-production meetings to review all information pertaining to new jobs, to ensure flawless production while onboarding new customers, utilizing guidance from the Customer Service Supervisor, as needed.
- Manage and facilitate flow of customer orders from purchase order to shipment to billing.
- Receive purchase orders from customer and/or Account Executive; confirm order meets recommended minimum quantities, and current products, part numbers, information, and pricing is accurate. Orders that do not meet these qualifications require approval from management prior to processing.
- Review order, compare to estimate, and translate job specifications into clear, concise, and accurate instructions to be entered into production management software to generate production job ticket.
- Monitor progress of orders by attending scheduling meetings, adapt and discuss schedule changes and/or challenges as they arise, and follow each job through all aspects of production to delivery of product.
- Communicate with the customer, Account Executive, and other internal team members any quality concerns, production schedule changes, or other potential scenarios that could have an impact on the customer experience, utilizing the experience of the Customer Service Rep. II or the Customer Service Supervisor, as needed.

- Collect samples from each job and deliver to the customer, when necessary.
- Maintain standards for jobs, as determined by the needs of the assigned account.
- Coordinate the press check meeting (e.g., send calendar invites to customer/appropriate internal team members, conference room reserved); participate to understand customer's needs and expectations of the job.
- Ensure all customer and project information in LabelTraxx is accurate.
- Prepare jobs for billing; figure cost and give to Account Executive for final approval before processing by accounting.
- Recognize and identify potential process improvements to improve company profitability and maintain a high level of customer satisfaction.

Preferred Qualifications and Skills:

- Ability to collaborate and work under pressure.
- Service oriented; some customer service experience preferred.
- Ability to communicate in person, email, or telephone, gaining confidence and comfort-level.
- Self-starter with a positive attitude.
- Attention to detail, time management, and organization skills.
- Computer skills, including regular use of Microsoft 365 products (Office, Excel, Teams) and ability to learn production management system.
- A minimum requirement of a related associate degree, a technical or business-related bachelor's degree or 1-2+ years of work experience preferred.

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