

<b>Job Title:</b>	<b>Customer Service Representative II</b>	
<b>Position Type:</b>	Full Time	
<b>Job Description</b>		

**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:** To perform as an extension of the sales team to execute new and existing business flawlessly and to become a trusted partner to the customer. This role is an integral part of the growth plan, requiring a high level of energy and professionalism in a fast-paced environment, effectively working as 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 with an understanding of the upstream/downstream implications of the work, always working to improve communication and strengthen customer relationships.
- Become an expert of the flexographic/digital workflows and processes, and of the customer’s technical needs to ensure customer service is maintained at a high level, and to offer solutions to leadership.
- Responsible for on-boarding new business; conducting new business pre-production meetings to review all information pertaining to new jobs, to ensure flawless production while on-boarding new customers.
- 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. Proactively resolve discrepancies with customer and sales, and seek management approval, prior to processing, when needed.
- 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.
- Request and review estimates (as needed) and understand how pricing tiers work.

- 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.
- Conduct and manage difficult conversations with care and professionalism to include the appropriate channel of communication for the customer, generating satisfactory solutions.
- Collect samples from each job and have delivered 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, etc.); proactively participate to ensure customer's needs and expectations are met; troubleshoot and manage conversation in meeting to ensure suitable outcomes are determined.
- Manage and own the documentation process by ensuring all customer and project information in LabelTraxx is up-to-date, accurate, and organized to ensure consistent high customer service.
- Prepare jobs for billing; figure cost and give to Account Executive for final approval before processing by accounting.
- Proactively recognize, identify, and communicate internally, potential process improvements or sales growth opportunities to maintain a high level of customer satisfaction and improve profitability.
- Gather, interpret, and analyze data from customers and from internal sources, making recommendations, as appropriate.
- Work independently and collaboratively; back-up other Customer Service team members, when needed.
- Reliable resource for the Customer Service Representative I; mentoring, guiding, or training, as needed.
- Travel, which may include overnight weekdays, and/or customer lunch/dinner meetings will be required; approximately 5% travel involved.

**Preferred Qualifications and Skills:**

- Performs well in a fast-paced environment; unafraid to challenge the status quo when improvement is needed.
- Proven collaboration between departments; ability to work and thrive under pressure.
- Service oriented, with a proven history of successful customer service experience.
- Excellent communication skills, in-person, email, or telephone, confidently and comfortably.
- Self-starter with a positive attitude.
- Attention to detail, strong time management, project management, problem solving and organization skills.
- Successfully drives decisions and obtains closure on recommendations and issues.
- Proficient 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 3+ 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.*