

Betty Foy Sanders Department of Art News

June 25, 2014

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BETTY FOY SANDERS DEPARTMENT OF ART

Advising & Career Center



2 JOB OPPORTUNITIES

Printing Customer Service Representative & Print Production Analyst

Printing Customer Service Representative

Geographics

Print Geographics Inc. is a large independent full service large volume industry leading commercial printing company with both web and sheet-fed press capabilities and is looking for a well qualified customer service representative.

Job Description

Customer Service Representatives (CSR) serve as primary contact for external and internal customers. They are responsible for making judgments and discretionary decisions, ensuring that customer's needs are being met. This is done by managing customer information/specifications and coordinating the creation of final product while meeting or exceeding the expectations of the customer with respect to quality, timeliness and cost.

CONTACT

CINNAMON DOWD

CLASS Advisement Center
Carroll Building, #2244

(912) 478-7740



JOBS & INTERNSHIPS

Great news.

We're getting a lot of calls looking for students and graduates interested in jobs and internships. **What does that mean for you?** Update your [profile](#). If

As a CSR, you serve as the primary internal representative of our organization. You must convey to the customer a sense of expertise in our products, services and capabilities. The CSR is also responsible for communicating customer requirements to the support team in accordance with company policies and procedures.

You and your team are responsible for supporting the company vision and mission. Because you will be in contact with current and prospective customers, and you are in a strong position to influence their satisfaction and our company prosperity, this position requires tact, sensitivity, and professionalism.

Desired Skills and Experience

Candidates must possess an understanding relative to prepress, press, bindery and inkjet mail addressing. The ability to work effectively and in a professional manner with our customers, sales and internal plant personnel as the "go to" person on a job is critical. Solid written and above average computer skills are essential tools required to meet the position expectations. Excellent organization, time management skills and the ability to perform multiple tasks efficiently and accurately is also a must.

Qualifications

1. Excellent command of the English language in both written and oral forms.
2. Good math skills.
3. Ability to identify and meet customers' needs and requirements.
4. Strong attention to detail, possessing a sales aptitude and interested in preventing errors and solving problems.
5. Must be computer literate and current on new technology.
6. Must be hardworking, a self-starter and a problem solver.
7. Demonstrated excellence in organization and time

you're interested in these opportunities - we'll send them straight to your inbox as soon as they come in.

Seriously, the more specific your [profile](#) is, the less emails you'll get from us.

 **Update
your profile**

management skills. Able to perform multiple tasks efficiently.

8. Exceptional phone and customer service skills.
9. Positive and upbeat attitude.
10. Ability to move freely throughout the building to gather information, materials and authorizations.
11. Valid Georgia driver's license.
12. Dependable transportation.

LEARN MORE: geographicsinc.com

APPLY

Please submit resume to: rweidele@geographicsinc.com

Print Production Analyst



Support the Project Management Team in its daily activities; including but not limited to customer/vendor/internal communications, data entry, research, quality control and information verification. The Project Management Team Coordinates and facilitates printing of products and customer projects. Assists in the sales process by providing a communication link between customer, sales personnel, and production plant. Receives customer inquiries and requests, obtains and assembles information & specifications and submits to estimator for pricing. Prepares quotations or proposal, confirms information when receiving order, and writes work orders & purchase requisition for materials. Follows schedule and progress providing updates as required. Confirms billing information and provides customer with confirmations.

Key Responsibilities:

1. Review customer requests and route to Estimator for pricing.
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2. Submit written or verbal quotations to customer.
3. Assist Sales Associates in customer relations and communications.
4. Review new jobs for completeness of information and enter work order in system.
5. Issue Order confirmation to customer with price and production expectations.
6. Issue purchase request for materials as necessary and assist in ordering and obtaining required products.
7. Monitor progress by attending regular production meetings and ongoing project monitoring
8. Facilitate and manage required approvals and/or press checks.
9. Make yourself available for approval during each stage of production.
10. Confirm billing information of completed projects and provide customer with confirmations.
11. Liaison and contact point of customer communications.

Education/Experience:

1. Preferred Higher education in marketing, Graphic Management, and/or business management or equivalent experience.
2. Preferred experience and/or training in sales or customer relations position within the graphic industry or related field.
3. Excellence in Modern Business Computing environment

Competencies:

1. Professional verbal communication skills (phone & personal).
 2. Ability to read and write instructions and correspondences.
 3. Ability to operate, learn and adapt within computer systems utilizing computer software (MS Office, Email, Web).
 4. Ability to interpret and present information one-on-one and in small group situations.
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5. Must demonstrate ability to work and provide support within a team
6. Ability to perform mathematical functions (add, subtract, multiple, divide) using whole numbers, common fractions, decimals and geometry.
7. Ability to compute rate and ratio factors by percentage values.
8. Strong ability to multi-task; allocate time to projects efficiently and process paperwork with organizational skill.
9. Ability to define problems, collect data, establish facts, and draw conclusions.
10. Strong skills in planning and scheduling.
11. Self motivated (individual work conditions).

LEARN MORE: simply-reliable.com

APPLY

Submit Cover Letters, Resume, and Transcript (if Applicable)
toscott.thompson@simply-reliable.com.



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