

Gilmore Reproductions
1636 Woodward Drive

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Job Description

Position: **Customer Service Representative/Repro.**

SKILL REQUIREMENTS OF POSITION:

Minimum three years customer service experience in the print industry
Understanding of all aspects of both variable and static document process
A commitment to develop exceptional customer service skills
Strong communication and interpersonal skills
Ability to deal with multiple tasks
Ability to work under time constraints and with short deadlines
Detail oriented and organized

RESPONSIBILITIES OF POSITION:

Follows and maintain Quality Assurance, Policies and Procedures

Fulfill all duties and responsibilities pertaining to health and safety under the Occupational Health and Safety Act and corporate occupational policies

- General Reception duties;
- Greet customers at the front counter;
- Answer the telephones;
- Receive / write up orders as required;
- Log orders in job log;
- Bring orders to production;
- Co-ordinate timely job completion;
- Collect payment from customers and log out jobs when completed;
- Show customers paper and print samples;
- Give customers advise on reproduction alternatives;
- Record and monitor cash sale bills;
- Monitor e-mail/FTP/WebTP/ for client files and distribute work internally.
- Other front counter / customer service duties as required.

The Customer Service Representative reports directly to the Sales Manager.