



# Poor Richard's Press

S I N C E 1 9 4 7

## Position Posting

### Customer Service Representative

*Partnering with clients to bring visions to fruition*

Poor Richard's Press is a strong believer that the most important sales prospect is the current customer. Join our team in the critical role of Customer Service Representative to support this key company resource. Work with current customers to help bring their ideas to life on a variety of mediums: paper, large format, apparel, and web.

This position is the ambassador between the production team and our customers. Your role will work with customers to take initial concepts to production in a way that exceeds expectations. From to do list, to campaign execution, to goals achieved, you will be the person ushering our customers through the process of learning the cross-solution integrations that Poor Richard's Press has to offer in meeting their promotion needs.

In addition to ensuring quality results, you will work with your customers to understand timelines and match those to the schedules of your Poor Richard's Press resources. Strong communication skills, detailed time-management, and a desire to offer tremendous service, are the variety of qualities that the ideal candidate will possess.

#### **Qualities of the Ideal Customer Service Representative**

- Quick-learning and able to develop an understanding of the systems and procedures of the company
- Team player able to maintain an understanding of the capacity of various elements of the Poor Richard's Press production resources and work with these resources to achieve client goals
- Emphasis on high personal productivity and management of work quality produced for clients
- Excellent written, verbal, and telephone communication skills with the ability to understand customer needs, manage expectations for timelines and results, and able to deliver products in a way that ensures positive experiences with the company
- Works well under pressure while maintaining a positive and friendly attitude
- Understands the satisfaction of the customer is a primary priority
- Exudes tact, empathy and professionalism in all engagements
- Time management to ensure all customer outreach is responded to in a timely and appropriate manner
- Detail-oriented and organized, enabling management of various customer priorities and ability to respond to customer needs effectively on a daily basis
- Articulate with the aptitude to expose customers to the cross-solution offerings of Poor Richard's Press and how their utilization can advance promotion goals

#### **Qualifications**

- High school diploma or GED equivalent required, degree from a four-year college preferred
- 1 – 3 years' experience in customer service, sales and/or graphic arts industries
- Excellent command of the English language in both written and oral forms
- Computer literate and adept at adopting new technologies
- Organized and able to excel in time management skills
- Team player with strong interpersonal skills
- Attentive to detail with a desire to prevent errors and offer solutions
- Flexible work style with the ability to quickly change projects and multi-task while balancing the pressure from a range of priorities
- Good sense of color with basic design and graphic arts knowledge is a plus

If you're ready to work with our great team of clients as a Customer Service Representative, please send a PDF copy of your cover letter and resume to [HR@prpco.com](mailto:HR@prpco.com).