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Customer Service / Account Development Representative Job Description

The Customer Service Representative is a key role at RiverCity Print and Imaging. This person is the first point of interaction with our customers, and must present both a professional and pleasant demeanor while doing so. The CSR should be an organized individual who can balance multiple projects throughout each day. He/she will work closely with the Production Manager to provide job details and deadlines in order to develop the daily production schedule. The CSR will also provide assistance in other departments as needed.

RiverCity has been in business for over 30 years and has a dedicated staff of professionals who consistently provide quality work to our customers. We are a small business who has done big things, including winning CPrint International's top award, the Eagle, a record seven times. We are an equal opportunity employer.

Duties include:

- Managing the customer service email account, which includes responding promptly to customer orders and inquiries, entering orders placed via email into the order management system daily, and maintaining organized email correspondence folders in Microsoft Outlook
- Assisting customers with their orders and questions via phone, email, and face-to-face interaction in a professional and friendly manner
- Maintaining an organized filing system for work orders and samples
- Maintaining production standards, including entering accurate job specifications, customer information and deadlines into work orders; coordinating job production and due dates along with the Production Manager; and ordering materials and supplies from vendors on a daily schedule
- Ability to be trained in multiple production departments and fill in as needed. Duties include running digital equipment and copiers, assisting in wide format projects, learning simple bindery functions like coil binding and shrink wrapping
- Assisting in the shipping department as needed; this includes pulling and packaging orders, entering shipping information into shipping software, planning and implementing bulk shipments to multiple locations through the appropriate channels. Candidates should be able to lift heavy boxes.
- Providing account development and sales support to General Manager by gathering the necessary information and documents from customers, calling customers to offer help on current or future projects, and using knowledge gained to provide solutions that exceed their expectations
- Gathering job information and taking good notes on jobs that require graphics services, then proofreading artwork for accuracy prior to emailing or faxing to client
- Working with outside vendors to gather quotes and place orders for special projects

Skills Required:

- Intermediate to Advanced knowledge of Microsoft Office programs, including Word, Excel, Powerpoint, Outlook and Publisher
- Highly organized with a strong attention to detail
- Knowledge of Adobe Creative Suite is considered a strong plus, but not required

- Well groomed and well mannered individual with a positive attitude
- Individual who is eager to learn new things and also willing to present new ideas
- College degree preferred but not required

Benefits include:

- Medical
- Short Term Disability
- Simple IRA
- 2 weeks paid vacation annually, plus 2 personal days
- Paid holidays
- Bonus incentives