

Position Profile:

CUSTOMER SERVICE REPRESENTATIVE (CSR)



Why This Role Matters

Our customers trust us with work that represents their brands, their missions, and their deadlines. As the primary in-house representative for your assigned accounts, you ensure that their projects move smoothly from concept to completion. Your ability to communicate clearly, anticipate needs, and keep details aligned strengthens customer confidence and supports the quality work our teams produce every day.

Position Overview

As a **Customer Service Representative**, you'll work closely with our Account Executives, guiding projects from the time the order is placed through to final delivery. Success in this role means keeping information accurate, timelines realistic, and communication consistent—while anticipating needs and resolving challenges with clarity and care.

What You'll Achieve

- **Champion customer experience** by ensuring every project progresses smoothly, transparently, and in alignment with expectations.
- **Support project accuracy and quality** through clear job specifications, effective coordination, and thoughtful follow-through.
- **Strengthen internal collaboration** by communicating needs, constraints, and updates that keep teams connected and productive.
- **Enhance operational clarity** by maintaining accurate records, job changes, and final billing details.
- **Identify opportunities for improvement** in processes, communication, and workflow.

What Makes You a Great Fit

We welcome candidates from a variety of backgrounds. Important strengths for success include:

- Clear and effective communication with team members at all levels
- Adaptability and flexibility as production priorities or schedules change
- Problem-solving mindset and steady follow-through
- Comfort working independently and within a team
- Organization and initiative, asking for help or recommending process improvements as needed

Experience That Sets You Apart

While not required, these experiences may help you contribute more quickly in the role.

- Experience in customer service, account coordination, or project management
- Familiarity with Adobe tools, print and proofing workflows, print MIS

Role requirements:

- Must have ability to safely handle materials and perform the physical aspects of the role (with or without reasonable accommodation).

- Employment is contingent upon completion of a post-offer background check. Criminal convictions will be considered only if they are substantially related to the duties of this position.

Reports to: Sales Manager

Job Type: Full-Time, Exempt

Compensation: Starting pay will be determined based on relevant experience, skills, and qualifications.

Benefits Available: Generous Paid Time Off (PTO) policy; paid Parental Leave; employer-sponsored medical, HRA, disability and life insurance (valued at \$9,500+); 401k with match; optional dental, vision, FSA.

To apply: Email resume to Gretchen Bourg, HR Manager, gretchen.bourg@parkprinting.com.