



CUSTOMER SERVICE REPRESENTATIVE (CSR)

**Independent work setting, team- and family-focused company,
competitive salary and benefits package**

You are: A self-starter with an eye for detail, a solutions-oriented thinker who is energized by the chance to see a project through from start to finish.

We are: A fourth generation commercial printer located just outside Madison, WI, producing work for customers of all sizes, from independent local businesses to global biotech leaders. Our Customer Service team is at the heart of our client-focused approach, where we blend leading edge technology with expert craftsmanship to bring ideas to life.

About Park Printing Solutions

Park Printing Solutions is a digital, conventional, and large-format print and fulfillment house providing buyers with a one-stop solution. The strength of our work has always been in identifying our customers' unique needs and exceeding expectations. Every project gets personalized attention, from planning to production to packing and shipping.

Position Overview

As our CSR, you are an in-house representative for a portfolio of customers, working with Sales and Production to ensure your customer's vision is executed on time and within budget.

Daily responsibilities include:

- Support and advise customers during project planning: review specifications, materials, or production options; provide samples and estimates as requested
- Create and distribute new job tickets by accurately entering project specifications into job management database
- Track job progress throughout plant, collaborating with production to troubleshoot issues as needed
- Monitor special project needs (outside binding/finishing, mail services, fulfillment) and assist team in coordinating with outside vendors
- Communicate project updates and/or changes clearly and quickly with all stakeholders
- Review post-production job costing, ensuring accurate billing of customer changes/alterations
- Address customer concerns quickly with a solution-oriented approach

Requirements

Our ideal candidate will have direct experience in the print industry, but *we will train motivated candidates* with a history of sales/customer service success:

- Exceptional phone skills and eagerness to meet and interact with new people
- Strong desire to learn about our customers and champion their success
- Excellent written and verbal communication skills; ability to adapt communication style to a variety of environments
- Strong project-management skills and the ability to multi-task, prioritize, and manage time effectively
- Ability to work independently, maintaining communications with team through multiple channels
- Visual acuity; ability to identify shifts in color or print quality

- Fluent in email and Microsoft Office suite (Excel); familiarity with Adobe Suite a plus
- Ability to work in-office at our Verona, WI plant
- Ability to attend daily production meeting (8:30am, Monday through Friday)
- Ability to work occasional evenings or weekends, for on-site press approvals

Reports to: VP of Operations

Job Type: Salaried (Full-Time Exempt)

Compensation: Base salary of \$38,000-\$55,000. Benefits package includes employer-sponsored medical insurance, HRA, short- and long-term disability, life insurance (valued at \$9,500+); 401k with employer match; employee-sponsored dental, vision, FSA, HSA.

Email resume to: Kerri Ruhland, VP of Operations, kerri.ruhland@parkprinting.com