

## Quality Customer Service Is An Art Form We Take Quite Seriously

QSL is seeking to hire an exceptional Customer Service Representative to facilitate print projects in a fast-paced commercial environment. Project coordinating and experience in the print industry are a must.

**Position:** Customer Service Representative / Project Coordinator

**Department:** Sales and Service

**Reports to:** Sales Manager

**To Apply:** please visit [gsprinting.com/careers](http://gsprinting.com/careers) to submit your cover letter and resume. Ninja code is 'Flash'.

### Please no walk-ins or phone calls.

#### Broad Function

Be the liaison between your assigned sales person and the production team for the purpose of facilitating print orders. Get granular with the minutia; track the details, organize the data and see the job done to completion. In short, make us look good.

At QSL our top priority is to provide service; service through expertise built on generations of print experience, service through innovative solutions to achieve complex goals and service through accountability where 'good enough' is not synonymous with success but rather the lowest bar set for us to clear with room to spare.

#### Essential Duties

- Organize and input new orders
- Collect and organize all customer-supplied components for a project in a timely manner to ensure that the print schedule is not delayed
- Generate purchase orders as required for production
- Review proofs for quality and accuracy before sending them to the client for approval
- Generate change orders and track all changes as necessary
- Complete and maintain all paperwork, samples, proofs and assets pertinent to the order
- Review invoices for accuracy and close out completed orders
- Continuously increase knowledge base of the trade by keeping up with new paper stocks and technical capabilities
- Other duties as necessary

#### Required Skills and Abilities

- Candidates must have a thorough understanding of the overall printing process including pre-press, press, bindery and mailing
- Exhibit excellent written and verbal communication skills
- Be extremely organized, efficient and able to multi-task
- Possess an acute attention to detail
- Be comfortable and efficient using computers including the use of MS Office Suite, internal scheduling systems, email and navigating the Internet
- Work well as part of a team
- Manage time effectively to ensure that no job sits idle
- Have a high school diploma or equivalent