

Quality Customer Service Is An Art Form We Take Quite Seriously

[instaprint](#) is seeking to hire an exceptional Customer Service Representative for its west Eugene location. This position facilitates print projects in a fast paced retail environment. Experience in both customer service and the commercial print industry are a must.

Instaprint is locally owned and operated by Koke New Century, Inc. and a retail partner of [QSL Print Communications](#).

Position: Customer Service Representative

Store Location: 1208 W 6th Avenue, Eugene, OR 97402

Reports to: Store Manager

To Apply: please visit www.qslprinting.com/careers to submit your cover letter and resume. Ninja Code is 'Cyborg'.

PLEASE, NO WALK-INS OR PHONE CALLS.

Broad Function

Assist customers at the counter, on the phone, and through our website.

First point of contact. First impressions are everything in retail. Our customer service representatives are detail-oriented multi-taskers armed with expertise and diplomacy. We're looking for someone who can comport themselves in a professional manner while receiving new orders from multiple sources including phone, email, fax and in person from customers at the counter.

Essential Responsibilities

- Receive orders in person, phone and online
- Act as liaison between customer and production
- Ensure all customer supplied components are available on time to meet print schedule
- Complete and maintain all paperwork, records, documents, invoices and samples as required
- Constantly stay up to date on paper stock and technology
- Track orders coming in from QSL sales staff
- Imposition when required
- Operate color and black/white digital presses
- Perform additional duties as assigned and work in other departments as required

Minimum Requirements & Abilities

- High school diploma or equivalent
- Must have excellent customer service skills with both internal and external customers
- Must have excellent written and verbal communication skills
- Comfortable and efficient using computers including the use of Office Suite, email and navigating the Internet
- Must be detail oriented, organized and able to handle multiple tasks and manage deadlines. Must be able to work as part of a team