



Customer Service Representative Position Available

Hightower Graphics is a one-stop shop for printing, apparel, promotional products, signs and vehicle graphics located on the South side of Indianapolis. In November 2021, we acquired Faulkenberg Printing Company located in Franklin. We've made that location our dedicated commercial printing facility and have expanded our apparel & large format at the Indy location. We are looking for a motivated person to join our growing team as a commercial printing customer service representative in Franklin. Don't miss out on this great opportunity!

Job Responsibilities:

The Customer Service Representative will interact with customers to provide and process information in response to inquiries, concerns and requests about products and services. This includes, but is not limited to, preparing estimates and placing orders for customers.

Job Duties:

Job duties include, but are not limited to, the following:

- Deal directly with customers either by telephone, electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle product and service inquiries
- Provide pricing and delivery information
- Set up new customer accounts
- Process orders
- Place orders with outside vendors
- Organize work flow to meet customer time frames
- Direct requests and unresolved issues to the designated resource
- Communicate and coordinate with internal departments
- Follow up on customer interactions
- Provide feedback on the efficiency of the customer service process
- Recommends potential products or services to management by collecting customer information and analyzing customer needs
- Order paper and other supplies needed to complete orders

Skills and Qualifications:

- Basic knowledge of printing processes
- Basic knowledge of paper types/weights
- Interpersonal skills
- Communication skills - verbal and written
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Adaptability
- Initiative
- Computer Skills (PC)
- Proficient in Microsoft Office
- Knowledge of Adobe Creative Cloud a bonus, but not required.
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To apply, please email resume, cover letter and salary requirements to ashley@hightowergraphics.com.

www.hightowergraphics.com

