

Looking for CSR remote work and interested in joining an incredible team? Proforma Northpoint is a different kind of company because we believe that DIFFERENT IS GOOD. We listen, keep our promises and are creative partners (vs. order takers) that deliver outstanding results. We are part of the \$500 million Proforma network but despite our large corporate resources we pride ourselves in personalized service resulting in a 97% client retention rate.

ABOUT THE POSITION:

The hours are full time equivalent M - Th 8 a.m. to 5 p.m., Friday 8 a.m. to 4 EST with some flexibility.

The CSR is responsible for managing orders from order entry to delivery and invoicing plus keeping clients updated throughout the process. This position keeps all trains on the track and running on time, while making sure none of the details are missed.

ABOUT YOU:

*You are proactive, persistent, very detail oriented, resourceful and have a sense of urgency.

*You are service obsessed so you actually enjoy providing unwavering customer service regardless of the audience (or their demeanor!).

*You are highly motivated and perform best in a fast paced, detail-oriented, deadline driven work environment.

*You excel at spending the majority of your day pushing a large amount of work through the order system but aren't hesitant to pick up the phone when a conversation is just a better choice to solve an issue.

*You'd rather have too much to do than not enough.

*You are a master at organizing and you see reprioritizing tasks multiple times daily as fun vs. frustrating.

*You are not afraid to put in the hard work and do what it takes to get the job done but want a fun team to do this with.

ABOUT DUTIES AND RESPONSIBILITIES:

- Track and manage time sensitive orders throughout the order process by communicating with our vendors and clients on things like proofs, shipping confirmations/tracking, production delays, etc.
- Proactively anticipate and troubleshoot issues and work with suppliers and internal team on solutions.
- Provide timely, client-obsessed service via email and phone that routinely exceeds expectations
- Attend weekly team meetings
- Misc. special projects as needed

ABOUT REQUIRED SKILLS AND EXPERIENCE

- At least 2 years of promo industry experience in similar role
- Excellent oral, written and interpersonal communication skills
- Detail oriented, strong organizational skills and the ability to deliver under deadlines with a high level of accuracy.
- Strong sense of urgency and timeliness
- Proactive problem-solving skills from orders to invoices

- Ability to multitask in fast paced work environment.
- Strong work ethic that supports working independently with minimal supervision
- Ability to work effectively in a collaborative team environment with a dynamic range of people
- Proficiency in Microsoft applications (Word, Excel, Outlook, and PowerPoint) and ability to efficiently manage an active inbox.
- Experience with SAGE OR ESP software preferred
- *Adobe Illustrator experience a plus
- *Ability to learn new software (Provision - our order entry system)