

Advance Corporation is looking for an energetic and goal-driven Customer Service Representative to join the Advance Team!

Established in 1941, Advance Corporation is a family-owned manufacturer of Recognition Awards, Architectural Signage and Magnesium Dies. With over 80 years of experience, we know the value of delivering quality products on time and within budget. Our commitment to training, product advancements and state-of-the-art equipment reflects our desire to be a leader and innovator in the industries we serve.

The Customer Service Representative supports our Recognition Awards product line by providing product and price information to customers and answering customer questions, receiving customer orders and processing them in a timely and accurate manner. Additionally, the Customer Service Representative will work closely with customers on their order and artwork detail to be certain each is correct and timely, and work closely with Graphics and Production when necessary to ensure final product is correct and sent out on time.

NECESSARY TO ALL POSITIONS IN COMPANY:

Dedicated to making our customers successful by conforming to requirements, preventing defects and delivering the right result the first time every time. Uncover, record, report, and solve problems in quality variations of products and/or services to assure on-time delivery of the highest quality products.

DESIRED ABILITIES:

- Excellent communication skills, both oral and written
- Customer Service focus
- Ability to maintain professional demeanor under pressure
- Strong organizational ability and aptitude for handling multiple projects or tasks simultaneously in a fast-paced environment, and meeting multiple daily deadlines
- Ability to interpret shop orders and drawings
- Ability to identify business problems and suggest approaches to solutions

ESSENTIAL DUTIES:

- Accountable for adhering to corporate quality program
- Familiarity with division's catalog, products and pricing

- Knowledge of materials used in the manufacture of our products
- Provide customers and prospects with: price quotations, product samples, and product information
- Process orders received from customers using company order form
- Write and distribute change orders for orders in process
- Check order status and trace order shipment as requested by customer
- Respond to departmental questions regarding shop orders
- Proficient in the operation and mechanics of equipment within department
- Consult with management to resolve difficult matters such as custom quotations, granting credit to new accounts and customer relations problems
- Comply with all local, state, and federal environmental and employee protection laws

QUALIFICATIONS:

- Education: High School Diploma.
- Previous Experience: progressive experience in a customer service or administrative role within a manufacturing environment
- 1 - 3 years experience in the print manufacturing industry, preferred
- Skills: Read, write and interpret English, must be detail oriented and have the ability to work independently.
- Ability to assist customers in designing recognition programs that are to their liking and within their budget.
- Work accurately with catalog, price schedules and color specifics.
- Able to sit for long periods, sustain repetitive hand motion (typing), familiarity with Microsoft programs and computers

Job Type: Full-time

Pay: Up to \$22.00 per hour